

Date: [Insert Date]

Dear [Customer Name],

We sincerely apologize for the delay in delivering your recent order, [Order Number], scheduled for delivery on [Original Delivery Date]. We understand the inconvenience this may have caused, and we truly appreciate your patience and understanding during this time.

The delay was due to [briefly explain reason, e.g., "unexpected supply chain disruptions," "logistical challenges caused by inclement weather," or "unforeseen circumstances in our distribution process"]. We are actively working with our partners and logistics team to resolve this issue as quickly as possible.

We would like to assure you that your order is our top priority. We anticipate that your shipment will now be delivered by [New Estimated Delivery Date]. We are closely monitoring every step of the process to minimize any further delay.

As a token of our appreciation for your understanding, we would like to offer you [optional: "a discount," "a complimentary gift," or "free shipping on your next order"]. Please contact our customer support at [Customer Support Contact Information] if you have any questions or would like further assistance.

We value your business and thank you for giving us the opportunity to address this issue. We are committed to providing you with the best possible service and ensuring your satisfaction.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]