

Date: [Insert Date]

Dear [Customer Name],

We hope this message finds you well. We are writing to sincerely apologize for the delay in the delivery of your recent order with [Your Company Name], order number [Order Number]. We understand how important it is for you to receive your items on time, and we regret any inconvenience this delay may have caused.

The delay was due to [briefly explain reason for delay, e.g., unexpected supply chain disruptions/high demand/product availability issues], and we are actively working to resolve the issue to ensure your order is delivered as quickly as possible. We take full responsibility for this inconvenience and appreciate your patience and understanding.

As a token of our appreciation for your patience and to make up for the inconvenience caused, we would like to offer you **free shipping** on this order. Additionally, please use the promo code **[CODE]** on your next purchase to enjoy free shipping as well.

We value your trust and satisfaction above all else. Our team is committed to providing you with the best possible experience, and we are taking steps to prevent similar issues in the future.

If you have any questions or need further assistance, please do not hesitate to contact our customer service team at [Customer Support Email/Phone Number].

Thank you for your understanding and continued support.

Sincerely,

[Your Name]

[Your Title]

[Company Name]