

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We sincerely apologize for the delay in shipping your recent order, [Order Number], which was scheduled for delivery on [Original Delivery Date]. We understand the inconvenience this may have caused and truly value your patience and understanding.

The delay was due to [briefly explain the cause, e.g., unexpected supply chain disruptions], which temporarily impacted our shipping schedule. Please be assured that we have taken immediate steps to resolve this issue and prevent similar occurrences in the future.

Your order has now been shipped and is expected to reach you by [New Delivery Date]. To make up for the inconvenience, we would like to offer you [describe any compensation, e.g., a discount, voucher, or free shipping on your next order].

We deeply regret any trouble this delay may have caused and thank you for your understanding and continued trust in our company. Should you have any further questions or concerns, please do not hesitate to contact our customer service team at [Phone Number] or [Email Address].

Thank you for giving us the opportunity to rectify this matter. We look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]