

[Your Company Letterhead]

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

[Email Address]

Dear [Customer Name],

We sincerely apologize for the delay in providing you with the replacement for your [Product Name/Order Number]. We understand the inconvenience this has caused, and regret that you have not received your product within the expected timeframe.

Unfortunately, the delay has been due to [briefly explain reason, e.g., "unexpected supply chain disruptions" or "a temporary stock shortage"]. Please be assured that we are doing everything possible to resolve this issue quickly and efficiently.

Our team is closely monitoring your order, and we have expedited the replacement process to minimize any further delay. We anticipate your replacement will be shipped by [provide estimated shipping date], and we will update you with tracking information as soon as it is available.

We greatly value your business and appreciate your patience and understanding during this time. If you have any questions or require further assistance, please contact our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Once again, please accept our deepest apologies for the inconvenience caused. We are committed to restoring your trust and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

## [Company Contact Information]