

Date: [Insert Date]

[Customer Name]  
[Customer Address Line 1]  
[Customer Address Line 2]

Dear [Customer Name],

We are writing to sincerely apologize for the delay in the shipment of your recent order, [Order Number], which was originally scheduled for delivery on [Original Delivery Date].

Unfortunately, due to [briefly explain reason for delay, e.g., "unexpected supply chain disruptions" or "higher-than-anticipated demand"], we are experiencing temporary delays in fulfilling some orders. We understand how important timely deliveries are to our customers, and we deeply regret any inconvenience this has caused.

We want to assure you that we are actively working to resolve this issue and expect your order to be shipped by [New Estimated Shipping Date]. Our team is closely monitoring the situation to ensure your order arrives as quickly as possible.

We value your trust and appreciate your patience and understanding in this matter. As a gesture of our commitment to you, we are pleased to offer [optional: compensation, e.g., "a discount on your current order" or "free shipping on your next purchase"], which will be applied automatically.

Should you have any questions or require further assistance, please do not hesitate to contact us at [Customer Service Email] or [Customer Service Phone Number]. Your satisfaction is of the utmost importance to us, and we are committed to making this right.

Thank you for choosing [Your Company Name]. We look forward to continuing to serve you.

Sincerely,  
[Your Name]  
[Your Position]  
[Company Name]  
[Contact Information]