

Date: [Insert Date]

[Customer Name]  
[Customer Address]  
[City, State, ZIP Code]  
[Email Address]

Dear [Customer Name],

Thank you for contacting us regarding your recent order, [Order Number]. We sincerely apologize for the delay in the shipment of your items, and we understand the inconvenience this may have caused you.

Unfortunately, the delay was due to [briefly explain reason, e.g., unforeseen supply chain disruptions, increased demand, or carrier issues]. We recognize the importance of timely deliveries and are actively working to ensure such situations do not occur in the future.

As part of our commitment to service quality and customer satisfaction, we have expedited the processing and shipping of your order. According to our latest update, your order is scheduled for delivery on or before [New Estimated Delivery Date].

Additionally, to express our sincere apologies for the inconvenience, we have processed a refund of [Refund Amount] to your original method of payment. You can expect the refund to appear on your statement within [Number of Business Days] business days. If you should prefer a store credit or any other form of compensation, please let us know and we will be happy to assist.

We value your trust in us, and your satisfaction remains our top priority. If you have any further questions or require assistance, please do not hesitate to contact us at [Customer Service Phone Number] or [Customer Service Email].

Thank you for your patience and understanding.

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