

Date: [Insert Date]

Dear [Customer Name],

We sincerely apologize for the delay in delivering your recent order, [Order Number/Description], which was originally scheduled for delivery on [Original Delivery Date]. Unfortunately, due to unforeseen operational issues, we have experienced an unexpected disruption in our delivery schedule.

Please be assured that we are aware of how important timely delivery is to you, and we deeply regret any inconvenience this may have caused or any impact it may have had on your plans. The delay was due to [briefly explain the operational issue, e.g., supply chain disruptions, equipment failure, or staffing shortages], and we are actively working to resolve the issue as quickly as possible.

To mitigate this situation, we have taken the following actions:

- Increased support resources to expedite processing
- Implemented temporary operational adjustments to restore service levels
- Enhanced communication throughout the delivery process to keep you updated

We value your trust and loyalty as our customer, and we are committed to making this right. We expect your order to be delivered by [New Estimated Delivery Date], and we will notify you immediately if there are any further updates.

Thank you for your understanding and patience during this time. Should you have any questions or require additional assistance, please contact us at [Contact Information]. We look forward to serving you better and ensuring your complete satisfaction in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Details]