

Date: [Insert Date]

Customer Name: [Insert Customer Name]

Order Number: [Insert Order Number]

Shipping Address: [Insert Shipping Address]

Dear [Customer Name],

We sincerely apologize for the unexpected delay in the shipment of your recent order ([Order Number]). Our team strives to deliver all orders promptly, but due to [briefly state the reason, e.g., high demand, supply chain concerns, weather conditions], there has been a delay affecting the delivery schedule of your package.

We understand how important it is for you to receive your order on time, and we deeply regret any inconvenience this may have caused. Please rest assured that our team is actively addressing the issue to expedite the shipping process. We estimate that your order will be delivered by [insert new estimated delivery date].

As a token of our appreciation for your patience and understanding, we are pleased to offer you the following compensation:

[Insert details of compensation, e.g., a 15% discount on your current order, a \$20 refund, or a coupon code for your next purchase].

To redeem your compensation, please [insert instructions, e.g., use code XYZ at checkout, expect a refund to your original payment method within X days, etc.]. If you have any further questions or concerns, our customer support team is happy to assist you at [insert email/phone contact].

Once again, we apologize for this inconvenience and appreciate your understanding. Thank you for being a valued customer. We are committed to providing you with exceptional service and ensuring your satisfaction.

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