

[Your Company Letterhead]

Date: [Insert Date]

To:

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We would like to extend our sincerest apologies for the delay in the shipment of your recent order, [Order Number], placed on [Order Date]. At [Your Company Name], we strive to provide timely and reliable service, and we regret that we have not met our usual standards in this instance.

Unfortunately, the delay was caused by unforeseen issues with one of our key suppliers, which disrupted the availability of critical components needed to fulfill your order. Please be assured that we are working closely with our supplier to resolve these matters as swiftly as possible and have taken immediate steps to avoid similar occurrences in the future.

At this time, we expect your order to ship by [Expected Shipping Date]. We understand the inconvenience this delay may have caused, and as a gesture of gratitude for your patience and understanding, we are offering [mention compensation, e.g., a discount, free shipping on your next order, or a complimentary gift].

We value your business and your trust in us. If you have any questions or would like to discuss your order further, please do not hesitate to contact us at [Customer Service Phone Number] or [Customer Service Email Address].

Thank you for your continued loyalty and understanding.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]