[DATE]

Contact Name

Address

Address2

City, State/Province

Zip/Postal Code

**RE: POSTAL DELAY**

Dear [CONTACT NAME],

Thank you for your order[NUMBER] dated [DATE]. Currently, we are unable to fill your order due to an unexpected shipment delay from our overseas suppliers.

We will retain your order until the merchandise arrives, and fulfil it shortly thereafter. Regrettably, we cannot provide you with a precise shipping date at this time.

Thank you for your anticipated patience in this matter.

Kind Regards,

[YOUR NAME]

[YOUR TITLE]

[YOUR PHONE NUMBER]

[YOUREMAIL@YOURCOMPANY.COM]