[DATE]

Contact Name

Address

Address2

City, State/Province

Zip/Postal Code

**RE: UNEXPECTED DELAY IN SHIPMENT FOR ORDER # [NUMBER]**

Dear [CONTACT NAME],

This communication is to inform you that we are unable to make the delivery on the above-referenced purchase order for the original delivery date.

Our merchandise should be ready to ship within [NUMBER] days of the original delivery date, and we hope that you can wait until then.

We wanted to notify you of this delay as soon as we knew so that you are given as much time as possible to make alternative arrangements, if necessary. Rest assured that if your order remains in force, we will rush delivery to you as soon as we have received the merchandise.

Please accept our apology for this delay and thank you for your understanding.

Kind Regards,

[YOUR NAME]

[YOUR TITLE]

[YOUR PHONE NUMBER]

[YOUREMAIL@YOURCOMPANY.COM]