[DATE]

Contact Name

Address

Address2

Country

City /Province

Postal Code

**RE: APOLOGY FOR THE DELAYED RESPONSE**

Dear [CONTACT NAME],

We,are writing to let you know that we are unable to make delivery of [PRODUCTS AND QUANTITY] on [DATE], as per your purchase order [NUMBER].

Based on the information we have at the moment, we are expecting the merchandise to be ready to ship within [NUMBER] days of the original delivery date. Delivery is expected to be made [DATE]. We do apologise for any inconvenience caused.

We wanted to let you know about the delay as soon as we could so that you may make alternate arrangements, if necessary. We want to assure you, that should your order remain in force we will deliver to you as soon as we have received the merchandise.

Thank you for your understanding and please accept our apology. Please do not hesitate to contact us if you have any questions,

Sincerely,

[NAME]

[TITLE]

[CONTACT DETAILS]

[COMPANY EMAIL]