Your Name

Street Address City, ST ZIP Code

Phone | Email

Date

Recipient Name

Title

Company Name

Street Address City, ST ZIP Code

Dear Recipient Name:

Dear ma’am, how are you doing? Ma’am, we are always thankful to you as you are our regular customer. You trust us and always appreciate our service. Ma’am this time I am sorry for the delay in shipment. We are unable to ship the products on time. It is because this time there are some production issues going on. One of the machines of the unit is not working. We have ordered its spare part. We are hopeful that it will be recovered by tomorrow. Due to this reason, there is a delay in shipment. Kindly cooperate. Please do not cancel the order. I hope you wait for your products patiently.

Sincerely,  
  
Your Name