Date:

Address,

Dear Customer Name,

This is regarding your order no.123 which you placed with our company XYZ on the 00th of Month.

Please accept our apology for the delay in the delivery of the product which was supposed to be delivered to you on the previous Monday. Due to the coronavirus outbreak, we are facing a lot of irregularities in the manufacturing department as some of our staff had to leave when they started showing some symptoms of COVID’19. To effectively control this epidemic the provincial government has introduced precautionary measures which include social distancing, extended holidays and traffic control which has made the conditions worst for us. We are unable to continue with our productions in such conditions, but we are hopeful that the situation would get back to normal soon and we could resume our operations.

We are following the government's instructions on daily basis to keep up with the situation and would try the best to minimize your concerns and trouble, but we are unable to give you an exact date for the delivery. Your order had already been put into operation and we are hoping to have it ready in just a time span of 2-3 days once the production unit starts working again.

You have always been a very loyal client of this company from along, and we feel great about you being so committed to us. We hope that you understand the prevailing situation and would keep getting our services in the future. As a kind gesture, we would like to give you a gift hamper and a 30% discount on your next purchase discount. Whenever in the future, you make a purchase with us you can avail of the discount on your final bill.

Best Regards,

XYZ.