October 5, 20XX  
  
James Surrey   
Cooperative Manager  
Infosys Company  
123 Main St.  
Manchester, WA 77899  
  
Subject: The shipment [X] will be delayed  
  
Dear Mr. Surrey,

Hope you find this letter in the best of your health. I am writing this letter to you informing you about the delay in delivery of the order that you had placed from our outlet in Massachusetts. We were supposed to receive shipment on 25-10-20XX, but due to some technical issue it was not received on the due date. The cart that was supposed to bring shipment met with an accident on the road and all the orders of that date are pending now. The product that you had ordered from our outlet has been stalled and we are now trying our best that you receive your order on time.

The convenience of our customers is more important for us and we are sorry for any kind of inconvenience this time. Most probably the company will resolve the technical issues within the next two or three days and after that, you will receive your order. We assure you that nothing of this kind will occur again in the future and thank you for being with us in this difficult time. Moreover, we are offering you 20% discount if any of such delays occur in the future, we highly appreciate your efforts and patience for understanding and bearing us and we are obliged to you for trusting our services.

I am hopeful that in the future too you will place your orders from our outlet, and we will provide our services without any delay or failure. If you have any questions and queries about your order, then do not shy to ask anything from our helpline for customer services. Our helpers will provide all kinds of assistance to you.

Regards,  
James Watson