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|  | **John Readings** 42 Challenge Lane SYDNEY NSW 2001 Ph: 02 9234 5678 Fax: 02 9234 5679 www.johnreadings.com.au |

<<Date>>  
<<Title>> <<First name>> <<Surname>>   
<<Street address>>  
<<CITY/SUBURB>> <<STATE>> <<Postcode>>

Dear <<Title>> <<Surname>>

Thank you for your recent purchase of the [name of product]. We regret to inform you that there has been a production delay, and we will not be able to dispatch your product on the planned date of [original dispatch date].

We sincerely apologise for this delay. Due to [cause of the delay] our dispatch date has been delayed by [length of the delay].

We will make every effort to minimise the delay by [methods of minimising delay in receipt of product]. We expect to ship your order on [date of shipment]. You should receive this product by [date of expected customer receipt].

We value your business and apologise for any inconvenience that this delay may have caused. If you require further information, please do not hesitate to contact us via email: [customer service email address], or phone: [customer service phone number].

Yours sincerely

[Signature – leave space, at least four blank lines]

[Signatory’s name]  
[Signatory’s title]