

Dear [Customer Name],

We are very sorry that you did not receive your [Product Name] in a timely manner. The demand for this product truly exceeded our expectations, leaving our stock depleted.

We just received a new shipment of [Product Name] and expedited the shipping of your order. We know that you expect to receive your orders on time, and we're very sorry for our misjudgment and any inconvenience it has caused you.

Along with your order, we're also including a coupon for \$10 off your next order. You can also find a tracking number for your order at the bottom of this email to track your current order. Again, we're so sorry for this delay and the inconvenience. Please let me know if you have any other concerns or questions.

Sincerely,

[Name]

[Title]