

**Subject:** Update on Your Order - Thank You for Your Patience

**Hi [Customer Name],**

Thank you for reaching out to us!

I understand how important it is to receive your order on time, and I sincerely apologize for the delay you're experiencing.

After checking with our courier, your package is currently in transit and is expected to arrive between [Updated ETA Dates].

Here's your tracking link for real-time updates: [Tracking Link]

To make up for the inconvenience, I've added a 10% discount voucher to your account, which you can use on your next purchase.

If you have any other questions or need further assistance, please don't hesitate to reply to this message. I'm happy to help!

Thank you for being a valued part of our community.

**Best regards,**

Jules Adrian

Customer Support Specialist