

Subject: Update on Your Project Timeline

Dear [Customer's Name],

I hope this message finds you well. I wanted to personally reach out to inform you of a change in the timeline for your project. Our team has encountered an unexpected challenge, and as a result, we are slightly behind schedule.

We truly value your trust and loyalty, and I assure you that we are doing everything possible to expedite the process without compromising on quality. We are now aiming to complete your project by [new date].

Please rest assured that our team is fully committed to meeting your expectations and delivering outstanding results. We will keep you updated every step of the way and are here to answer any questions you may have.

Thank you for your understanding and patience. Your satisfaction is our top priority, and we are dedicated to ensuring you receive the best possible experience.

Warm regards,

[Your Name]

[Your Position]

[Your Company]