

Back-ordered item shipment notification

Subject: Finally! Your Back-ordered Item Has Shipped 🎉📦

Dear [Customer Name],

We have wonderful news! The item you've been patiently waiting for has finally arrived at our warehouse and is now on its way to you.

Long-Awaited Item:

Product: [Product Name]

Original Order: #[Order Number] placed on [Date]

Tracking Number: [Tracking Number]

Expected Delivery: [Date Range]

We sincerely apologize for the extended wait. The delay was due to [brief reason - supply chain issues, manufacturer delay, etc.], which was beyond our control but certainly not up to our usual standards.

As our way of saying thank you for your incredible patience, we've included [compensation - discount, upgrade, bonus item, etc.] with this shipment.

We truly value your loyalty and understanding during this delay. Your patience means the world to us, and we're committed to making this right.

We've also taken steps to improve our inventory management to prevent similar delays in the future. Your experience matters to us, and we're working hard to ensure it's better next time.

Track your long-awaited package: [Tracking Link]

Thank you for sticking with us through this delay. We're excited for you to finally receive your order!

Gratefully yours,

[Company Name] Customer Care Team

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