Dear [customer’s business name/name of your specific customer contact],

We hope all is well during these difficult and unprecedented times. As a first matter, we wanted to reiterate that your health and wellbeing is of the utmost priority for our business. Additionally, we want to reassure you that we are taking all CDC recommended health and safety precautions in [manufacturing/preparing/producing] our products. We wanted to reach out and discuss our current supply contract for [insert generally what the contract is for] with you. As we are sure you can understand, we are currently facing a unique and unexpected disruption to our business that has drastically interrupted our supply chain. Due to these disruptions and the added safety precautions we have implemented, we wanted to notify you about [delays/shortages] in providing you with your products and hope that you can understand the additional time that we will need in safely providing you with your order. [During this time, we are willing to offer [insert any contingency plans you have and what you are willing to offer, if any]]. As our valued customer, we understand that you must also be in a difficult position as we face the challenges that the Coronavirus pandemic has brought about. We hope to work with you as a long-term partner in our business to discuss and craft a mutually beneficial plan of action. Please let us know your availability in the coming days. We are available by phone at [insert phone number] or via email at [insert email address].

Sincerely,