[Your Name]

[Company Name]

[Street Address] [City, ST ZIP Code]

[Date]

[Recipient Name]

[Title]

[Company Name]

[Street Address] [City, ST ZIP Code]

Dear [Recipient Name]:

Thank you for notifying us that you have not received the goods that you ordered on [date]. We regret that this has occurred and have identified the reason for the delay.

[Explanation]

We expect to ship your order on [date], and you should receive it by [date]. For future reference, your order number is [order number].

We appreciate your business and apologize for any inconvenience that this delay may have caused. You are a valued customer, and we are committed to providing you with the best service possible. If I may assist you, please contact me at [phone number].

Sincerely,

[Your Name]

[Title]

Enclosure