Your Name

Street Address City, ST ZIP Code

Phone | Email

Date

Recipient Name

Title

Company Name

Street Address City, ST ZIP Code

Dear Recipient Name:

Hello, madam, hope you are doing well. Ma’am, I want to inform you that today in the morning one of our machines stops working. When engineers examine the machine, they came to know that one part is out of order. As the machine was imported from the UK its parts are not available in our country. We have ordered the spare part. The company will get it back in a week. Unfortunately, the unit will remain closed until the machine is repaired. Therefore, we are sorry as there will be a delay in the production of your order. We are sorry once again.

Sincerely,  
  
Your Name