Date:

To: Recipient’s name

From: Sender’s name

Company’s name:

Subject: Regret on unavailability

Respected Customer,

Please accept my sincere apologies on behalf of the company for not sending you the products you ordered last week. We are so regretful to let you know that the products you have ordered are sold out. I am sorry for not being able to notify you earlier about it. The problem of product unavailability was discovered very late. The automated system also didn't tell us because of not updating the status. Therefore, you had to face the inconvenience.

We guarantee you that we will ensure the early delivery of each and every product you ordered if you choose to place the order again. We would also like to compensate you for this inconvenience by adding a 10% discount to your total bill. As for now, the money you paid for the order has been refunded to your account.

If you have any questions regarding this matter, feel free to contact us at our official phone numbers or email address. We wish to see our customers satisfied and happy. We never want our customers to be disappointed. In case you have any troubles, we would love to help you. Thank you so much for being patient with us.

Regards,

Signatures of the sender

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