

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP]

Dear [Customer Name],

Subject: Lost Parcel Adjustment & Free Replacement Option

We are writing to address the status of your recent order, **Order #[Order Number]**, placed with us on [Order Date]. We regret to inform you that, despite our best efforts and thorough investigation with our delivery partners, your parcel appears to be lost in transit.

We sincerely apologize for any inconvenience this may have caused. Ensuring your satisfaction and trust is our top priority, and we recognize how disappointing it can be when an order does not arrive as expected.

To resolve this issue promptly, we would like to offer you a **free replacement** for the missing item(s) at no additional cost to you. If you would like to claim your replacement, please follow these simple steps:

1. Reply directly to this email or contact our customer service at [Customer Service Email/Phone Number] confirming your request for a replacement.
2. Provide any updated shipping information, if applicable.
3. We will process your replacement and provide you with a new tracking number as soon as your parcel is dispatched.

If you prefer a different resolution, such as a full refund, please let us know and we will be happy to assist.

Thank you for your understanding and patience regarding this matter. We appreciate your business and are committed to providing the highest level of service. Please do not hesitate to reach out should you have further questions or concerns.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Contact Information]