

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

This letter serves as an **apology and adjustment** for the inconvenience caused by the missing package. We sincerely regret the oversight and understand the frustration it may have caused. To promptly rectify the situation, we have arranged for a replacement shipment to be sent at no additional cost. Our commitment is to ensure customer satisfaction, and we appreciate your patience and understanding as we resolve this matter efficiently.

The replacement package is scheduled to ship on [Insert Shipment Date], and you will receive tracking information as soon as it is dispatched. If you have any further questions or concerns, please feel free to contact us at [Customer Service Phone Number] or [Customer Service Email].

Thank you for giving us the opportunity to make this right. We truly value your business and look forward to serving you in the future.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Contact Information]