

Date: [Insert Date]

Dear [Customer Name],

We are writing in response to your recent inquiry regarding the shipment of your order (Order Number: [Order Number]). We sincerely apologize for the inconvenience caused by the loss of your package during transit.

At [Company Name], we strive to ensure every order is delivered promptly and securely. Unfortunately, despite our best efforts, it appears that your shipment has been lost and cannot be located by the carrier.

To resolve this issue as quickly as possible and reaffirm our commitment to your satisfaction, we will be dispatching a replacement item to you at no additional cost. Your replacement will be shipped within [number of days] days, and we will send you tracking information as soon as it is available.

We truly appreciate your patience and understanding as we work to make this right. If you have any further questions or require assistance, please do not hesitate to contact us at [Customer Service Phone Number] or [Customer Service Email Address].

Thank you for choosing [Company Name]. We value your business and look forward to serving you again.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]