

Adjustment Letter Template: Replacement for Unreceived Order

[Your Company Letterhead or Your Name]
[Company Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]

[Customer Name]
[Customer Address]
[City, State, ZIP Code]

Dear [Customer Name],

Subject: Replacement for Unreceived Order #[Order Number]

We have received your correspondence regarding order #[Order Number], placed on [Order Date], and we are truly sorry to learn that you have not yet received your items. Please accept our sincere apologies for the inconvenience this has caused.

After reviewing your case, we have confirmed that your order has not arrived as expected. To resolve this matter promptly, we have arranged for a replacement shipment of the following items:

- [List of items with quantities and descriptions]

Your replacement package will be dispatched within [number of days] days, and you will receive a tracking number as soon as it ships. Please be assured that we are also investigating this matter internally to help prevent such occurrences in the future.

Thank you for bringing this matter to our attention and for your continued trust in our company. If you have any further questions or need additional assistance, please contact us at [contact information].

Once again, we apologize for any inconvenience and appreciate your understanding.

Sincerely,
[Your Name]
[Your Position]
[Company Name]