

[Your Company Letterhead]

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

Thank you for contacting us regarding your recent order, [Order Number]. We sincerely apologize for the inconvenience caused by the missing parts in your shipment. We understand how important it is to receive a complete and accurate order, and we regret any frustration this may have caused.

Upon reviewing your case, we have verified that the following part(s) were not included:

[List Missing Parts]

As part of our commitment to your satisfaction, we are arranging to dispatch the missing items to your address immediately, at no additional cost. You can expect to receive the replacement parts within [number of days] business days. We will send you a tracking number as soon as your package ships.

Please accept our apologies for this oversight. If you have any further questions or need additional assistance, do not hesitate to contact our customer service department at [Customer Service Phone Number] or [Customer Service Email].

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

Sincerely,

[Your Name]

[Your Title/Position]

[Company Name]

[Contact Information]