

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 and frustration caused by the non-delivery of your package.

After thoroughly reviewing your case, it appears that your shipment has unfortunately been lost in transit. Please accept our heartfelt apologies for this disruption.

As a valued customer, your satisfaction is of utmost importance to us. To resolve this matter promptly, we have arranged for a replacement package to be dispatched immediately at no additional cost to you. The shipment will be sent to the original delivery address, and you will receive tracking information once your replacement order has shipped.

If you have any changes to your delivery address or require further assistance, please let us know as soon as possible. Our customer support team is here to ensure that your concerns are addressed swiftly and satisfactorily.

We truly appreciate your patience and understanding. Thank you for allowing us the opportunity to make this right. Should you have any further questions, please do not hesitate to contact us at [Customer Service Email/Phone Number].

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