

Adjustment Letter Sample for Incomplete Order Fulfillment

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

We would like to sincerely thank you for your recent order with [Your Company Name]. We greatly value your business and trust in our products and services.

We regret to inform you that your order #*[Order Number]*, placed on [Order Date], has not been fulfilled in its entirety. After carefully reviewing your shipment, we acknowledge that the following item(s) were missing from your delivery:

- [List missing item(s) with description, quantity, and product codes if available]

We apologize sincerely for any inconvenience this incomplete delivery may have caused. Please rest assured that we are committed to resolving this matter quickly and to your complete satisfaction.

To rectify this situation, we have already initiated the shipment of the missing item(s) and you should expect to receive them within [Timeframe, e.g., "the next 3–5 business days"]. Additionally, as a token of our apology, we are offering you [compensation/discount/free shipping/loyalty points, if applicable].

If you have any questions or require further assistance, please do not hesitate to contact our Customer Service Team at [Customer Service Phone Number] or [Customer Service Email Address].

Thank you for your patience and understanding. We truly appreciate your business and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position/Title]

[Your Company Name]

[Contact Information]