

[Your Company Letterhead]

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for bringing to our attention the issue regarding your recent order ([Order Number]), specifically the missing items. We sincerely apologize for any inconvenience and disappointment this may have caused you.

At [Company Name], we are committed to providing our customers with the highest quality service and products. We have thoroughly reviewed your case and have taken immediate steps to resolve the matter. The missing item(s) will be shipped to you as a priority, and you should receive them within [number of days] business days.

As a gesture of our commitment to your satisfaction, we would also like to offer you [details of compensation, e.g., a refund, discount on your next purchase, or a gift voucher] worth [amount]. We hope this will help to restore your confidence in our company.

Please do not hesitate to contact our customer service team at [phone number] or [email address] if you have any further questions or concerns. We highly value your patience and understanding.

Once again, we apologize for the inconvenience and thank you for giving us the opportunity to correct this situation. We look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position/Title]

[Company Name]

[Contact Information]