

Date: [Insert Date]

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

Dear [Customer Name],

We are writing to sincerely apologize for the inconvenience you have experienced due to the loss of your recent package (Order #[Order Number]) with us. We understand how important it is for you to receive your items in a timely and reliable manner, and we regret any frustration this delay may have caused.

Please rest assured that we have conducted a thorough investigation with our shipping partners. As the package could not be located, we have already shipped a replacement at no additional cost to you. Your replacement order was dispatched on [Date Shipped] via [Shipping Carrier], and the tracking number is [Tracking Number]. You can track your shipment [here](#).

We appreciate your patience and understanding throughout this process. At [Company Name], we are committed to providing excellent service and ensuring your satisfaction. If you have any further questions or need additional assistance, please do not hesitate to contact us at [Customer Service Email/Phone Number].

Thank you for allowing us the opportunity to resolve this matter. We value your trust and look forward to serving you again in the future.

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