

[Your Company Letterhead]

[Company Name]

[Company Address]

[City, State, ZIP Code]

[Phone Number]

[Email Address]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Subject: Adjustment Letter – Lost Goods and Replacement Arrangement

Dear [Customer Name],

We sincerely regret to inform you that during the shipping process of your recent order **[Order Number]**, the goods have unfortunately been misplaced and were not delivered as scheduled. Please accept our sincerest apologies for any inconvenience or disappointment this may have caused.

Upon receiving your notification regarding the missing shipment, we immediately initiated an internal investigation to locate the parcel. Despite our best efforts, we were unable to retrieve your order.

To promptly resolve this issue, we have arranged for a replacement shipment identical to your original order. The new shipment will be dispatched at no additional cost to you and is expected to arrive within **[Number of Days]** days. You will receive a confirmation email with tracking details once your replacement has been shipped.

We highly value your business and appreciate your patience in this matter. Please do not hesitate to contact us at **[Customer Service Phone]** or **[Customer Service Email]** should you have any further concerns or require additional assistance.

Thank you for your understanding and for giving us the opportunity to make this right.

Sincerely,

[Your Name]

[Your Position]

[Company Name]