

Date: [Insert Date]

To:

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Subject: Replacement Arrangement Adjustment for Undelivered Product â€“ [Order/Invoice Number]

Dear [Customer Name],

We sincerely apologize for the inconvenience caused due to the non-delivery of your recent order ([Order/Invoice Number]), originally scheduled for delivery on [Original Delivery Date]. We understand how important this product is to you and appreciate your patience as we work to resolve this matter.

After receiving your notification regarding the undelivered product, we immediately investigated the issue and would like to inform you of the following replacement arrangements and adjustments:

- **Replacement Product:** [Specify replacement item, including model, color, or specifications if applicable]
- **Expected Delivery Date:** [New Delivery Date]
- **Shipping Method:** [Courier/Express/Standard Shipping, etc.]
- **Compensation/Alternatives Offered:** [Discount, refund, voucher, or alternative product, if any]

We assure you that all efforts are being made to prevent such occurrences in the future, and your satisfaction remains our top priority. Should you have any questions about this adjustment or require further assistance, please do not hesitate to contact our customer service team at [Phone Number] or [Email Address].

Thank you for your understanding and continued trust in our company. We look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]