

[Date]

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

Subject: Replacement Offer Following Lost Package â€“ Order #[Order Number]

Dear [Customer Name],

We are writing to inform you of the status of your recent order, #[Order Number], placed on [Order Date]. After careful investigation, we regret to confirm that your package containing the following items has been reported lost in transit:

- [Product Name 1] â€“ [Quantity]
- [Product Name 2] â€“ [Quantity]

Please accept our sincerest apologies for the inconvenience and disappointment this may have caused. At [Company Name], we are committed to ensuring your satisfaction and maintaining your trust.

As part of our efforts to resolve this matter promptly, we are pleased to offer you the following options:

- **Replacement Shipment:** We can dispatch a replacement of your original order at no additional cost. The items will be shipped to your address via [Shipping Carrier], and you will receive tracking information as soon as your new package is on its way.
- **Full Refund:** Alternatively, if you prefer not to receive a replacement, we can provide a full refund to your original payment method.

Kindly let us know your preferred resolution by replying to this email or contacting our customer service team at [Phone Number] or [Email Address]. We hope to resolve this matter to your satisfaction as quickly as possible.

Once again, we sincerely apologize for this inconvenience and greatly appreciate your understanding and patience. Thank you for choosing [Company Name]. We value your business and are here to assist in any way we can.

Best regards,

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