

Apology Letter for Delayed or Improper Shipping

Dear [CUSTOMER NAME],

We are very sorry that you still have not received the [ITEM DESCRIPTION] that you purchased from us on our website this past Thursday.

The demand for this popular item has exceeded our expectations, and our stock is depleted. However, we will receive a new shipment of fans next [DAY], which we will expedite to our customers.

We understand that as a loyal customer, when you make a purchase you expect to receive your product in a timely manner. We know that we have let you down, and for that we are very sorry.

Please advise us on whether you would like to cancel your order or have us ship the [ITEM DESCRIPTION] once it becomes available. You can check your email for a link that provides you with the time for live shipping and service updates. Again, we apologize for this inconvenience.

Sincerely,

[CUSTOMER SERVICE REPRESENTATIVE NAME]

Customer Service Representative

