

<today>

<company.organization>

<company.address1.>

<company.city>,<company.state> <company.zip>

<salutation>

We are very sorry to hear, in your letter of <date>, that you have not received the <product> you ordered on <date>. We checked with our shipping department and have found that the goods were shipped by <carrier> on <date>.

We have sent a tracer and expect to have a reply within the next 24 hours. If we cannot locate your goods by <date>, we will duplicate the order.

We trust this will be satisfactory.

Sincerely,

<name