

[DATE]

[ADDRESSEE]  
[COMPANY]  
[ADDRESS]  
[CITY], [STATE], [ZIP]

Dear [NAME]:

I have seen to it that the [MERCHANDISE] you ordered from us on [DATE] has been loaded on our truck. The shipment should arrive in [CITY] by [DATE].

After receiving your letter of [DATE], I checked our warehouse and found that the original shipment of [MERCHANDISE] was mistakenly returned to us. I apologize for the error and hope that this replacement shipment will reach you in time to meet your deadlines.

[NAME], I realize that there is little hope that we can make up for the inconvenience the delivery mishap caused you. I hope that this rush shipment will make up for some of it.

Please call me if you have any questions or problems. Again, sorry for the delay.

Sincerely,

YOUR NAME  
YOUR TITLE