

Follow-Up on Lost Order Resolution

Dear [Customer's Name],

I hope this message finds you well. I am writing to follow up regarding the recent issue with your order #[Order Number]. We understand how important it is for you to receive your items promptly, and we sincerely apologize for any inconvenience caused by this situation.

As per our previous communication, we have taken the necessary steps to resolve your lost order. Our team has been actively working to locate your package, and we will provide you with an update as soon as possible.

In the meantime, if you have any additional questions or concerns, please do not hesitate to reach out. Your satisfaction is our top priority, and we are here to assist you.

Thank you for your patience and understanding.

Best regards,

[Your Name]

[Your Position]

[Your Company]

[Your Phone Number]

[Your Email Address]