

Notification of Lost Shipment

Dear [Recipient's Name],

We regret to inform you that your shipment with the tracking number [Tracking Number] has been reported lost. Despite our efforts to locate the package, we have been unable to track its whereabouts.

Please accept our sincere apologies for this inconvenience. We are currently investigating the matter and will keep you updated regarding any developments.

In the meantime, we would like to offer you the following options:

- A full refund of the order amount.
- Reshipment of the lost item at no additional cost.

Please let us know how you would like to proceed. You may reply to this email or contact our customer service at [Customer Service Phone/Email].

Thank you for your understanding and patience in this matter.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Your Contact Information]