

Dear [Supplier's Name],

We hope this message finds you well. We wanted to take a moment to provide feedback regarding our recent experience with your international shipping service.

Overall, we appreciate your effort in ensuring the timely delivery of our products. The tracking system you provided was easy to use and helped us stay informed about the shipment status.

However, we did encounter some challenges with customs clearance, which caused some delays. We believe that better communication regarding the required documentation could help streamline this process in the future.

We value our partnership and are keen to improve our collaboration. Thank you for your attention to these matters, and we look forward to continued success together.

Sincerely,

[Your Name]

[Your Position]

[Your Company]

[Your Contact Information]