

Dear [Customer's Name],

I hope this message finds you well. I am writing to follow up regarding the rescheduling of your service appointment originally set for [original date and time].

We want to ensure that your needs are fully met, and we would appreciate your guidance on a new date and time that would be convenient for you. Please let us know your availability, and we will do our best to accommodate your schedule.

Thank you for your attention to this matter. We look forward to hearing from you soon.

Best regards,
[Your Name]
[Your Position]
[Your Company]
[Contact Information]