

Package Delivery Issue Resolution

Dear [Customer's Name],

We hope this message finds you well. We are reaching out regarding the recent delivery issue you experienced with your order #[Order Number].

We sincerely apologize for any inconvenience this may have caused you. Our team is currently investigating the matter to ensure that it is resolved promptly. We value your satisfaction and are committed to making this right.

As a gesture of goodwill, we would like to offer you [compensation, e.g., a discount, refund, etc.], and we will ensure that your package is delivered by [new estimated delivery date].

Please feel free to reach out to us at [contact information] if you have any further questions or concerns.

Thank you for your understanding and patience.

Sincerely,
[Your Name]
[Your Position]
[Company Name]
[Company Contact Information]