

Proactive Shipment Issue Resolution Letter

Date: [Insert Date]

To: [Recipient Name]

[Recipient Address]

Dear [Recipient Name],

We hope this message finds you well. We are writing to inform you about a proactive matter concerning your recent shipment with order number [Insert Order Number].

We have detected a potential issue that may affect the timely delivery of your order, specifically [briefly describe the issue, e.g., "unexpected shipping delays due to weather conditions"]. We understand the importance of this shipment to you and are actively working to resolve the matter.

Our team is currently coordinating with our shipping partners to ensure that your order is dispatched as quickly as possible. We anticipate that the issue will be resolved by [insert expected resolution date], and we will keep you updated throughout the process.

In the meantime, if you have any questions or need further assistance, please do not hesitate to reach out to our customer service team at [Insert Contact Information]. We appreciate your understanding and patience.

Thank you for your continued trust in us.

Sincerely,

[Your Name]

[Your Position]

[Your Company]

[Your Contact Information]