

Apology for Lost Shipment

Date: [Insert Date]

[Your Company Name]

[Your Company Address]

[City, State, Zip Code]

[Recipient's Name]

[Recipient's Company Name]

[Recipient's Company Address]

[City, State, Zip Code]

Dear [Recipient's Name],

We are writing to sincerely apologize for the unfortunate loss of your shipment with tracking number [Insert Tracking Number]. We understand how critical this shipment was to your operations and the inconvenience this has caused.

We have initiated an internal investigation to determine the cause of this issue and are working closely with our shipping partners to resolve this matter as swiftly as possible. Rest assured, we are committed to rectifying this situation and preventing any recurrence in the future.

We value your business and appreciate your understanding during this challenging time. As a gesture of our goodwill, we would like to offer you [Insert Compensation, if applicable] for the inconvenience caused.

Please feel free to reach out to me directly at [Your Phone Number] or [Your Email Address] if you have any questions or require further assistance.

Thank you for your understanding and support. We look forward to continuing our business relationship.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]