

Dear [Customer's Name],

Thank you for reaching out to us regarding the delay of your luggage on [Flight Number] on [Date]. We sincerely apologize for the inconvenience this has caused you.

We understand how important your belongings are to you, and we are currently working diligently to locate your luggage. At this time, we expect to have an update for you by [Timeframe]. Please rest assured that we are making every effort to ensure your luggage is returned to you as soon as possible.

In the meantime, if you require any immediate assistance or need help with essentials, please do not hesitate to let us know. We value your patience and understanding during this process.

Please feel free to reach out to our customer service team at [Customer Service Phone Number] or [Customer Service Email] if you have any further questions or concerns.

Thank you for your understanding.

Best regards,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]