

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent order. We regret to inform you that the product you requested, [Product Name], is currently unavailable due to [reason for unavailability].

We understand the inconvenience this may cause and are actively working to restock this item as soon as possible. We anticipate that it will be available by [expected restock date]. In the meantime, we would be happy to assist you with alternative options or provide updates on the status of your order.

We appreciate your patience and understanding in this matter. Please feel free to contact us if you have any questions or require further assistance.

Best regards,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]