[DATE]

Contact Name

Address

Address2

Country

City /Province

Postal Code

**RE: YOU WERE NOT HOME WHEN WE CAME BY**

Dear [CLIENT NAME],

On [DATE] our employee came to your home to install your new [PRODUCT] and found that you were not home. We had arranged with you for the installation to be on that day, and we didn't hear from you about the change in date.   
  
Please could you contact us on [TELEPHONE] so that we can arrange a time to have this work done.

Sincerely,

[NAME]

[TITLE]

[CONTACT DETAILS]

[COMPANY EMAIL]