[DATE]

Contact Name

Address

Address2

City,

Province

Postal Code

**RE: ENQUIRY AS A VALUED CUSTOMER – NO RECENT ORDERS**

Dear [CONTACT NAME],

Over several years we have had the happy experience of receiving one or more orders from you every year. Recently after studying our list of faithful customers, I note that you have not placed an order with us for the past two years.

Are there were concerns about our service: did we slip up on a shipment? Was the merchandise you last ordered not exactly what you wanted? Perhaps it is simply that you haven’t needed anything?

Whatever the reason, we value your feedback, would appreciate your comments which you can mail back to us in the postage-prepaid envelope enclosed. Alternatively, you can email us at [EMAIL ADDRESS]

I am enclosing a flyer outlining our special Sale on all [SPECIFY PRODUCTS/SERVICES] which is on at the moment. We hope this will encourage you to order from us again.

If I can assist you in any way, please let me know. We look forward to welcoming you back as one of our regular customers again.

Kind Regards,

[YOUR NAME]

[YOUR TITLE]

[YOUR PHONE NUMBER]

[YOUREMAIL@YOURCOMPANY.COM]