[DATE]

Contact Name

Address

Address2

City, State/Province

Zip/Postal Code

**RE: NOTICE OF BACK-ORDERED ITEM**

Dear [CONTACT NAME],

We received your order [ORDER NUMBER] for [ITEM NUMBER AND QUANTITY], dated [DATE] and wish to thank you.

This item is presently on back-order, and so we are unable to supply it to you immediately. If, due to this unfortunate delay, you would like to cancel your order, please send us a note to that effect. Otherwise, you can expect delivery in approximately [NO of DAYS].

You may want to substitute with [RELATED PRODUCT] which may be to your liking as a suitable replacement and is available immediately. If this is the case, please communicate your acceptance of the replacement to us

Please accept our apology for this delay.

Kind Regards

[YOUR NAME]

[YOUR TITLE]

[YOUR PHONE NUMBER]

[YOUREMAIL@YOURCOMPANY.COM]