[DATE]

Contact Name

Address

Address2

Country

City /Province

Postal Code

Dear [CLIENT NAME],

**RE: RESHIPMENT NOTICE**

Thank you for your letter of [DATE] informing us that the [ITEM] you ordered has not yet arrived.

We are sorry for the inconvenience this has caused. Another one has been sent to you today. If the original order is delivered to you, please call the toll-free number [NUMBER]

We have notified our shipping agent in an attempt to discover why this problem occurred. Please accept our apology.

Thank you again for placing your order with us.

Sincerely,

[NAME]

[TITLE]

[CONTACT DETAILS]

[COMPANY EMAIL]