[DATE]

Contact Name

Address

Address2

Country

City/Province

Postal Code

Dear [CLIENT NAME],

**RE: TRACING YOUR SHIPMENT**

From our records your [PRODUCT] was repaired on [DATE] and was shipped via [COMPANY] on [DATE]. We now believe that your product has been lost in transit.

When we received your letter, we reported the loss immediately to the carrier. They are attempting to locate the package. We will have a report back within [NUMBER] days/weeks.

If the carrier is successful in locating your [PRODUCT], it will be forwarded to you straight away. If after [NUMBER] days/weeks, the carrier has been unsuccessful, we will reimburse you for the value of the [PRODUCT].

We sincerely apologise for the inconvenience this has caused you.

[NAME]

[TITLE]

[CONTACT DETAILS]

[COMPANY EMAIL]