[DATE]

Contact Name

Address

Address2

Country

City/Province

Postal Code

**RE: WE ARE WORKING ON THE MISSING SHIPMENT**

Dear [CLIENT NAME],

We are uncertain about what happened to your shipment. We thank you for having alerted us, as we can begin tracking it.

We will be air shipping (at our expense) the products you ordered [INVOICE No.] so that you will have them in time for your advertised sales. They will arrive on [SPECIFY DATE], and you will be able to meet your advertising obligations.

 We will keep in touch with you and send you tracking to let you know how far the [PRODUCT NAME] is and let you know what went wrong.

We thank you for your help and for assisting us in this matter.

Sincerely,

[NAME]

[TITLE]

[CONTACT NUMBER]

[COMPANY EMAIL]