### **Product Not Received Email Template**

*Subject line: Replacement of Your [Product]*

*Dear \_\_\_\_,*

*Thanks for taking the time to notify us me on [date of conversation] about your [Product] not being delivered. We’ve researched the matter and have shipped a replacement today, [date].*

*We have shipped it [type of shipping like overnight] so that you receive your replacement right away. Your tracking details are at the bottom of this email.*

*We apologize for the inconvenience and want you to know we take customer happiness very seriously. Because you have been our customer for [amount of time they’ve been a customer], we are offering you [% off, $ off] your next purchase with us.*

*We truly appreciate your business.*

*If you have any questions or concerns, please reach out to us.*

*[Tracking Detail Here]*

*Sincerely,*

*[Person’s name, Customer Happiness Dept.]*

*[Phone Number]*