

# CUSTOMER DIDN'T RECEIVE PRODUCT

**Subject: *[Customer Name's]* Product Replacement**

Dear *[customer name]*,

Thank you for bringing this problem to our attention. We are so sorry for any inconvenience this may have caused.

After researching the matter, we found the package didn't arrive because *[the reason the product wasn't delivered]*. To resolve the issue, we have shipped out a replacement of *[product name]* that we expect to arrive *[estimated arrival date]* and can be tracked using the [tracking number link here](#).

In addition to resolving the billing issue, we'd like to offer you *[product trial, discount, points, etc.]* redeemable through [this link](#). Feel free to reach out using the contact information below if you have any questions, concerns, or something else I can assist with.

*[Rep name, job title]*

*[Phone number, email address]*

*[Company web address]*