TO

**[Receiver Name]**

**[Receiver Title]**

**ADDRESS: [Receiver Address]**

**EMAIL:** **[Email Address]**

**PHONE: [Home Phone]**

FROM

**[Sender Name]**

**[Sender Title]**

**Sub:** Handling a Delivery Delay

Dear **[Name]**,

I am so sorry to learn that your order has not arrived. I understand how frustrating this must be.

I've tracked your package via the U.S. Postal Service, and it's currently listed as **[Name]**. If you'd like to keep track of your package's status, you can visit this link: **[link]**

Please contact me directly if your package has not arrived by **[date]** by responding to this message. Alternatively, you can call me directly at 1-234-567-8910.

Once again, I sincerely apologize for the inconvenience.

Best,

John Smith

Customer Service Representative