**The Order Didn’t Arrive on Time**

Dear [First name],

I’m so sorry your order hasn’t arrived. I know how frustrating this must be.

I’ve tracked the package via [carrier], and it’s currently listed as “[status].” If you’d like to check on its progress, here’s the link you can use: [link]

Please contact me directly if your order hasn’t arrived within [time frame]. In the meantime, I will do everything I can to locate your package.

Once again, [First name], I sincerely apologize for the inconvenience.

Sincerely,

[Agent first name]

[Email/direct phone]