

Instruction: This is a model letter. Adapt to fit your facts and circumstances.

Return address:  
Name  
Address Line 1  
Address Line 2  
City, State Zip Code

Date

Name  
Company  
Address Line  
City, State Zip Code

Re: Explanation for Delay of Partial Shipment

Dear :

We apologize for the delay regarding your order. There was an unfortunate accident regarding the shipping of your order. Because of the quantity of your order, it had to be packaged in three shipments: Part 1, Part 2, and Part 3. All three shipments were loaded and mailed on the same day; however, Part 2 fell off the truck and was not found until three days ago. We apologize for this inconvenience. However, we have express shipped the missing part of your order and you should receive it shortly.

Once again, we apologize for this delay. We have refunded your shipping and handling fees. If you have any questions, please feel free to contact us.

Sincerely,

N A M E