lovetoknow
Logo will not print with document

Company Name

Date

Customer Name
Street Address
City, State Zip Code

Dear Customer Name,

On behalf of XYZ Company, I am reaching out to apologize for the fact that your full order was not ready for pick-up when you visited our location last week. I am aware that you called ahead to verify if your purchase was ready for pick-up, and so can certainly understand the frustration of driving to the location only to find that a portion of your order was not yet available. I am so sorry for the inconvenience you experienced as a result of making a trip to our facility for an incomplete order.

Our goal is to provide excellent service, and we will strive to ensure you receive the rest of your order without further inconvenience. Once the back-ordered part of your order is received at the warehouse, we will deliver it to you so that you don't have to make a second trip to our site. Once we receive your merchandise, a representative will contact you by phone or email to arrange a delivery time that is convenient for you.

Again, I sincerely apologize for the inconvenience. We appreciate and value your business. Thank you very much for letting us know about the situation. While we regret that the situation occurred, we are more than happy to have an opportunity to make sure that you receive the rest of your order without the further inconvenience of having to make a second trip to our facility.

Please let me know if I can be of further assistance. My phone number is 111-111-1111 and my email address is somebody@emailaddress.com. At XYZ Company, we look forward to continuing to meet your needs for ABC products in the future.

Sincerely,

Name
Title

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