

Delayed Order/Unavailable Merchandise Apology Letter

This package contains:

1. Instructions & Checklist for a Delayed Order/Unavailable Merchandise Apology Letter
2. Delayed Order/Unavailable Merchandise Apology Letter

Instructions & Checklist for Delayed Order/Unavailable Merchandise Apology Letter

- This package contains (1) Instructions & Checklist for Delayed Order/Unavailable Merchandise Apology Letter; and (2) Delayed Order/Unavailable Merchandise Apology Letter;

- This form is designed to assist you in drafting a letter for when you need to apologize for a delayed shipment or when merchandise ordered is no longer available.

- Be sure to include any “enclosures” mentioned in the letter. If there are no “enclosures” you may delete “Enclosure” from the bottom of the letter.

- Be sure to sign the letter and to make a copy before sending it out.

- Bracketed instructions may be included on this form to assist you in completing it and should be removed before printing. Generally in Microsoft Word, you can click on the bracketed instruction and start typing.

- These forms are not intended and are not a substitute for legal advice. These forms should only be a starting point for you and should not be used without consulting with an attorney first. An attorney should be consulted before negotiating any document with another party.

- The purchase and use of these forms, is subject to the Disclaimers and Terms of Use found at findlegalforms.com.

[Your Name]
[Street Address]
[City, State ZIP Code]
[phone number - optional]
[email address - optional]

November 9, 2010

[Name of Recipient]
[Title]
[Company Name]
[Street Address]
[City, State ZIP Code]

Ref: [Order Number]

Dear [Name of Recipient]:

Thank you for your recent order from [Company Name].

[Select which of the following paragraphs applies to your situation and delete the other paragraph.]

Unfortunately, your order has been delayed and will not ship until [Shipment Date]. I am very sorry for the inconvenience. Please be assured that every effort is being made to ship your purchase as quickly as possible. To compensate for the delay, please accept [Discount] off your next purchase from our company. *[Delete if not applicable.]*

Unfortunately, we no longer have [Item] in stock and are unable to fill your order. I am very sorry for the inconvenience. Please be assured that you will receive a prompt refund. To compensate for the inconvenience, please accept [Discount] off your next purchase from our company. *[Delete if not applicable.]*

Again, I sincerely apologize for this error and thank you for your understanding.

Sincerely,

[Your Name]
[Title]