

Letter to Advise Customer of a Returned Product Lost in Transit

This package contains:

1. Instructions & Checklist for Writing a Letter to Advise Customer of a Returned Product Lost in Transit
2. Letter to Advise Customer of a Returned Product Lost in Transit

Instructions & Checklist for a Letter to Advise Customer of a Returned Product Lost in Transit

- This package contains: (1) Instructions & Checklist for a Letter to Advise Customer of a Returned Product Lost in Transit; and (2) Letter to Advise Customer of a Returned Product Lost in Transit.

- This form is designed to assist you in drafting a letter to a customer to advise them that a product they claim to have returned to you has apparently been lost in transit, and explaining the steps that will be taken to resolve the situation.

- 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]

September 8, 2009

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

Re: [Claim No.]

Dear [Name of Recipient]:

Thank you for letting us know about the product that you sent to us on [Date Sent]. Since it still has not arrived at our Receiving Department, we have put a tracer on it and have assigned it a Claim No., (above). Please use this number in any future correspondence regarding this package.

If nothing is found through the tracer, we will file a claim with the package carrier, [Name of Carrier], Resolution of such a claim can take up to 30 days.

In the meantime, if you would like us to send you the replacement item you had requested immediately -- without waiting for the claim to be processed -- we will ship it to you now and charge you for it. Then, when the claim process is completed, your account will be credited for the lost order.

We regret the inconvenience caused by this shipping error, and thank you for your patience and understanding.

Cordially,

[Your Name]