

Written Communication: Writing an Email

Name:

Institution:

Course Title:

Assignment Name:

Instructor:

Date:

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Nov 03, 2024

Urgent Call: Addressing Delayed Shipment Issue

Dear Ms. Robbins,

I hope this email finds you in good health. I am **Your Name** from the ABC, Inc. I am writing to discuss the delayed shipment with you and to express our sincerest apologies for the inconvenience this delay has caused.

First of all, we are really sorry for the inconvenience and struggles this delay might have caused to your company's operations and appreciate your patience in this matter. Wanda, the manager at ABC Inc. has especially instructed me to apologize on her behalf and look into this matter carefully and thoroughly to understand why it happened in the first place. She is really concerned and worried about the matter.

As per you and your shipment are concerned, you know that such an issue has never happened before and it won't in the future as we value our customers. We understand the importance of timely deliveries to our respected customers, especially given your significance as our primary and potential customer. To rectify this situation immediately, know that our company is carefully taking the following considerations and actions:

1. We are expediting the shipment process to ensure the shipment arrives no later than Thursday as our team is actively and carefully monitoring the delivery process to guarantee this timeline.

2. We will make sure such an issue won't happen in the future and we continue our partnership.
3. You need not to worry as our company will refund the cost of the delayed shipment.
4. We will also refund the full shipping charges to you.

Ms. Robbins, please let our precious client know that we take this matter seriously and are implementing strict measures to prevent such further issues in the future. Bring it to my knowledge if I can assist you with anything more. Wanda and I will try to do everything possible to mitigate the risk our delayed shipment might have caused to you and your company.

I will keep you informed on the progress of the refund and delivery till the shipment reaches you. You can contact me anytime as I am available to discuss this further at your convenience.

We can't thank you enough for your understanding and cooperation.

Sincerely,

Your Name

Your position

ABC Inc.