From,

Ms Penelope,

General Manager,

The Mall,

London

To,

Mrs Stevenson,

B-2, Bakers Street,

London

Dear Mrs Stevenson,

This letter has been drafted to convey my apologies on behalf of entire mall for not providing you with all the goods which you have ordered from The Mall. The letter has been enclosed with a list of those items which have not been provided to you. These items are currently out of stock due to some unfortunate happenings and we shall not be able to provide you with them within the time stipulated for delivering your order. We are regretful for the inconvenience which shall be caused to you.

The letter enclosure also has a list which has the preferences and references for purchasing the items which have not been provided to you, in case it is required to you. We are hopeful that we shall be able t satiate all your demands when you order for goods and items from The Mall. Looking forward for another order from your side,

Yours sincerely,

Ms Penelope