



Customer Service Response Template – Shipping Inquiry Email

SHIPPING INQUIRY Emails (customer wants to know where package is)

Hi [FIRST NAME],

Thank you for contacting us. Your order has been shipped and is on its way via [shipping carrier]. Please allow for up to 5 days after the shipment date to receive your order.

If it has already been that long, please check around your front porch, in your mailbox, by your backdoor, and anywhere else you think the package might be.

If you still can't find your package, please let me know and I will track it down for you and get you a tracking number if you don't already have one.

Thanks!

[YOUR NAME]