

Address of the Sender

Email Address of the Sender

Date

Name of Receiver

Address of the Receiver

Subject: Thank You for Understanding

Dear _____ (Name of the Recipient)

We hope you are doing great. We would like to apologize for the delay in replying to your query. We are grateful to you for understanding the situation and for keeping patience. Due to the festive season, everyone was quite overloaded with handling customers that we forgot to respond to email/ Instagram DM queries. As we are small level business player, we have a small team that handles all the task.

We have now addressed all queries over Instagram DMs and hope that you have got a satisfactory response from our side. Thanks for understanding and cooperation with us. Contact us for any more queries on _____. We assure you that all the queries will be addressed within 24 hours.

Sincerely,

(Signature)

Sender's Full Name

