

[Company Name]  
[Company Address]  
[Date]

[Customer Name]  
[Customer Address]

Subject: Acknowledgement of Maintenance Request - [Reference Number]

Dear [Customer Name],

Thank you for contacting us regarding your maintenance request for [Equipment/Item Name] received on [Date].

This letter is to inform you that while we have processed your request, there will be a delay in completing the maintenance. We are currently awaiting the delivery of specific replacement parts required for the repair. Due to [Reason for Delay, e.g., supply chain issues/backorder], these parts are currently unavailable in our immediate inventory.

We anticipate the parts will arrive by [Estimated Date]. Our technical team will schedule the service appointment as soon as the components are received.

We apologize for any inconvenience this delay may cause and appreciate your patience. We will notify you immediately once the parts are ready for installation.

If you have any questions, please contact us at [Phone Number] or [Email Address].

Sincerely,

[Your Name]  
[Your Title]