[DATE]

Contact Name

Address

Address2

Country

City/Province

Postal Code

**RE: UNABLE TO OFFER A SUBSTITUTE**

Dear [CLIENT NAME],

Your letter inquiring about [SUBJECT OF INQUIRY] has been brought to our attention.

While we manufacture a vast assortment of [PRODUCTS], none of our models fit the description which you provided. We have never manufactured [SUBJECT OF INQUIRY].

You may wish to direct an inquiry to the following distributor [NAME OF DISTRIBUTOR]. Their company has been established since [DATE] and who may have the answer you are seeking:

[NAME OF COMPANY]

[ADDRESS]

[CITY, STATE, POSTAL CODE]

We apologise that we are unable to be of more assistance to you. We wish you the best of luck.

Sincerely,

[NAME]

[TITLE]

[CONTACT DETAILS]

[COMPANY DETAILS]