

# Adjustment Letter for Returned Incorrect Item

[Your Company Letterhead]

**Date:** [Date]

**Customer Name:** [Customer's Name]

**Address:** [Customer's Address]

Dear [Customer's Name],

Thank you for bringing to our attention the issue regarding your recent order (Order Number: [Order Number]). We have received the returned item, and upon review, we confirm that the item originally sent to you was incorrect.

We sincerely apologize for any inconvenience this may have caused. Our team strives to provide accurate and prompt service, and we regret the error in processing your order. Please be assured that we have taken the following corrective action(s):

- **Replacement:** We have shipped the correct item to your address. You should receive the replacement within [number] business days.
- **Refund:** If you prefer, we can process a full refund to your original payment method. Please confirm your preference by contacting us.
- **Store Credit:** Alternatively, a store credit can be issued for the value of the returned item.

We appreciate your understanding and patience regarding this matter. As a token of our apology, we are including a [discount/coupon/free shipping offer, if applicable] for your next purchase.

Please do not hesitate to contact our Customer Service Team at [Phone Number] or [Email Address] if you have any further questions or if there is anything else we can do to assist you.

Once again, we apologize for the inconvenience and value your continued trust in our company.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]