

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for bringing your recent order experience to our attention. We sincerely apologize for the inconvenience and frustration caused by the inaccuracy in your order. We understand how important it is to receive the correct products in a timely manner and regret that we did not meet your expectations on this occasion.

Upon reviewing your concerns, we have taken immediate steps to correct the issue. [Briefly describe the adjustment made; e.g., "We have dispatched the correct items to your address at no additional cost and included a prepaid return label for the incorrect items." or "We have processed a refund/credit to your account for the affected items."]

Please rest assured that we have thoroughly investigated how this error occurred and have implemented additional checks within our order fulfillment process. Our team is now following updated protocols to ensure heightened accuracy, with extra reviews before orders are shipped. It is our priority to prevent similar issues in the future and to continue providing you with the high-quality service you expect from us.

We value your business and appreciate your understanding. If you have any further concerns, please do not hesitate to contact our customer service team at [phone number] or [email address]. We look forward to serving you again and rebuilding your confidence in our company.

Sincerely,

[Your Name]

[Your Position]

[Company Name]