

Adjustment Letter for Partial Shipment Mistake

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

We sincerely appreciate your recent order with [Your Company Name] and thank you for your continued trust in our products and services.

We are writing to address an error regarding your recent order, #[Order Number], placed on [Order Date]. It has come to our attention that the shipment you received was incomplete, and several items you ordered were not included.

Please accept our sincerest apologies for this oversight and any inconvenience it may have caused. We understand how important it is for you to receive your entire order promptly, and we take full responsibility for this mistake.

To resolve this issue, we have expedited the shipment of the missing items, which should reach you within [number] business days. You will receive a new tracking number soon. Additionally, as a token of our commitment to your satisfaction, we are including [optional: a discount, refund, or complimentary item] with your shipment.

Should you have any further questions or concerns, please contact our customer service team at [Customer Service Phone Number] or [Customer Service Email]. We value your business, and we will ensure that your experience with us remains positive.

Thank you for bringing this matter to our attention and for allowing us the opportunity to correct it. We look forward to serving you again.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Contact Information]