

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

[Email Address]

Subject: Adjustment Letter for Product Exchange â€” Wrong Item Received

Dear [Customer Name],

Thank you for bringing to our attention the issue concerning your recent order, #[Order Number], placed on [Order Date]. We sincerely apologize for the inconvenience caused by the receipt of an incorrect item.

After reviewing your request and our shipment records, we have confirmed that an error occurred during the fulfillment process. We greatly appreciate your patience and understanding as we resolve this matter.

To rectify the situation, we are arranging for the prompt exchange of the incorrect product with the correct item you originally ordered. Here are the next steps:

- Our representative will arrange a pickup for the wrong item at your convenience, at no additional cost.
- Once the incorrect item is collected or returned, we will immediately dispatch the correct product to your address.
- We will notify you via email once your replacement has been shipped, along with the tracking information.

Your satisfaction is our top priority, and we are committed to ensuring this issue is resolved swiftly. Should you have any questions or require further assistance, please contact our customer service team at [Customer Service Number] or [Customer Service Email].

Once again, we apologize for any inconvenience this may have caused and thank you for your understanding and continued support.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]