

Adjustment Letter Sample for Incorrect Product Order

Date: [Insert Date]

Customer Name
Address
City, State ZIP Code

Dear [Customer Name],

Thank you for contacting us regarding your recent order (Order No. [Order Number]). We appreciate your business and sincerely apologize for the inconvenience caused by the receipt of an incorrect product.

After reviewing your case, we have identified that an error occurred during the order fulfillment process, resulting in the delivery of the wrong item. We understand how disappointing this must be for you.

To resolve this issue, we are offering the following corrective actions:

- We will ship the correct product to you immediately at no additional cost.
- If you prefer, we can arrange for a full refund or provide a store credit for the value of the incorrect item.
- Please let us know your preferred solution by replying to this letter or contacting our customer service team at [Customer Service Contact Information].

We kindly ask you to return the incorrect product using the pre-paid return label enclosed with this letter. We apologize once again for this mistake and any inconvenience it may have caused.

At [Company Name], we are committed to providing high-quality products and excellent customer service. We value your feedback and thank you for giving us the opportunity to make this right.

Sincerely,
[Your Name]
[Your Position]
[Company Name]
[Contact Information]