

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We are writing to you with our **sincere apologies** regarding a recent mix-up with your package. We recognize the inconvenience and frustration that receiving an incorrect order can cause, and we are truly sorry for any disappointment this may have brought you.

Please be assured that our team is already taking action to resolve this matter. We have arranged for the correct package to be dispatched to your address immediately, and we will ensure that it reaches you as soon as possible. In addition, we are carefully reviewing our processes and implementing improved measures to prevent such errors from occurring in the future.

Your satisfaction is our top priority, and we deeply appreciate your patience and understanding as we work to make things right. If you have any further questions or if there is anything else we can do to assist you, please do not hesitate to contact our customer support team at [Customer Support Phone/Email].

Thank you for allowing us the opportunity to remedy this situation. We value your trust, and we are committed to providing you with the best possible service going forward.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]