

Date: [Insert Date]

Dear [Customer Name],

We are writing to sincerely apologize for the recent error with your order, in which you received the **wrong product**. We understand how disappointing and inconvenient this must have been for you, and we deeply regret any frustration our mistake may have caused.

Please be assured that we are taking immediate action to rectify this situation. We are happy to offer you a replacement with the correct product or, if you prefer, a full refund for your purchase. Kindly let us know which option would be most suitable for you, and we will arrange for the necessary steps as quickly as possible.

At [Your Company Name], we value your trust and appreciate your patience and understanding as we work to resolve this matter. We are also taking this opportunity to review and improve our order fulfillment process to ensure such errors do not happen again in the future.

Should you have any further questions or require additional assistance, please do not hesitate to contact our customer service team at [Customer Service Contact Information].

Once again, we apologize for the inconvenience and thank you for giving us the opportunity to make things right.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]