

[Your Name]
[Your Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]

[Supplier/Company Name]
[Customer Service Department, if applicable]
[Company Address]
[City, State, ZIP Code]

Subject: Request for Replacement of Wrong Product Received

Dear [Recipient Name or "Customer Service"],

I am writing to formally request a replacement for an incorrect product that I received with my recent order placed on [Order Date], with order number [Order Number].

I had ordered [Description of the product you ordered, including model/item number if applicable]. However, upon delivery on [Delivery Date], I received [Description of the product you actually received]. This does not match the product that was ordered, and I am unable to use the incorrect item.

I kindly request that the correct product be shipped to me as soon as possible. Additionally, please provide instructions for returning the wrong item, including whether a return shipping label will be provided.

I appreciate your prompt attention to this matter, and I look forward to a swift resolution. I trust that you will ensure accurate fulfillment and continue to uphold the high level of customer service that I have come to expect.

Please confirm receipt of this request and let me know the next steps. Should you need any further information or clarification, please feel free to contact me at [Your Phone Number] or [Your Email Address].

Thank you for your assistance.

Sincerely,
[Your Name]