

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We are writing to sincerely apologize for the error in your recent order, #[Order Number], which was delivered to you on [Delivery Date]. We understand how important it is to receive the correct items and regret any inconvenience this has caused you.

After reviewing your case, we have confirmed that you received the incorrect shipment. Please accept our heartfelt apologies for this oversight. We pride ourselves on delivering accurate and timely service, and in this instance, we did not meet our own high standards or your expectations.

As part of our commitment to your satisfaction, we are dispatching the correct items to you immediately, at no additional cost. You can expect to receive the replacement shipment within [number of days] business days. Should you need to return the incorrect items, we have enclosed a prepaid return shipping label and instructions for your convenience.

If you need any further assistance or have specific concerns regarding your order, please feel free to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email Address]. We are here to assist you and ensure the remainder of your experience with us is a positive one.

Thank you for bringing this matter to our attention and for your understanding. We value your business and look forward to serving you in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]