

Your Company Name
Address Line 1
Address Line 2
City, State, ZIP Code
Phone: (XXX) XXX-XXXX
Email: info@yourcompany.com

Date: [Insert Date]

To,
[Customer Name]
[Customer Address Line 1]
[Customer Address Line 2]
[City, State, ZIP Code]

Subject: Apology and Replacement for Wrong Item Received

Dear [Customer Name],

We sincerely apologize for the inconvenience caused due to the delivery of an incorrect item in your recent order with us (Order No: [Order Number], dated [Order Date]). We understand how important it is to receive the correct products and regret the mix-up that took place.

Upon receiving your complaint, we have thoroughly investigated the matter. As a corrective action, we have already dispatched the correct item ([Correct Item Name/Description]). You can expect to receive it within [timeframe, e.g., 3-5 business days].

For your convenience, we have also arranged for the return of the wrong item ([Incorrect Item Name/Description]). Our courier partner will contact you shortly to schedule the pickup at your preferred time. If you have already returned the item, please ignore this part.

We take full responsibility for this error and assure you that measures have been implemented to prevent such incidents in the future. Your satisfaction is extremely important to us, and we hope this resolution meets your expectations.

If you have any further questions or require additional assistance, please feel free to reach out to our customer service team at (XXX) XXX-XXXX or email us at support@yourcompany.com.

Thank you for your understanding and patience.

Sincerely,

[Your Name]
[Your Designation/Position]
[Your Company Name]