

Adjustment Letter Sample for Wrong Item Shipment

Date: [Insert Date]

Customer Name: [Insert Customer Name]

Customer Address: [Insert Customer Address]

Dear [Customer Name],

We sincerely apologize for the inconvenience caused due to the incorrect item shipped with your recent order ([Order Number]). At [Your Company Name], we pride ourselves on delivering products accurately and promptly, and we regret that we did not meet your expectations on this occasion.

Upon receiving your notification, we have thoroughly reviewed your order and confirmed that you received [Describe Wrong Item], whereas you ordered [Describe Correct Item]. We deeply regret this error and the inconvenience it may have caused you.

To resolve this matter promptly, we have arranged for the pickup of the incorrect item at your convenience. Additionally, the correct item will be shipped to you immediately at no additional cost. Our customer service team will contact you shortly to finalize the return arrangements and provide tracking information for the replacement shipment.

As a gesture of our commitment to customer satisfaction and to apologize for this oversight, we would like to offer you [mention any compensation: a discount, coupon, or refund, if applicable].

If you have any further questions or require additional assistance, please do not hesitate to contact us at [Customer Service Phone Number] or [Customer Service Email].

Thank you for bringing this matter to our attention and for giving us the opportunity to make it right. We greatly value your business and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Company Contact Information]