

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

[Date]

[Customer Name]  
[Customer Address]  
[City, State ZIP Code]

Subject: Adjustment and Clarification Regarding Replacement Order #[Replacement Order Number]

Dear [Customer Name],

We sincerely appreciate your continued trust in [Company Name]. We have received your notification regarding the issue with your recent order #[Original Order Number], and we regret any inconvenience this may have caused.

Upon reviewing your case, we have identified the following discrepancy: [briefly describe the nature of the error or problem with the previous order]. Please accept our apologies for this oversight.

To promptly resolve the matter, we have processed a replacement order for you. The details of your replacement are as follows:

- **Replacement Order Number:** [Replacement Order Number]
- **Items Included:** [List of Items/Description]
- **Expected Delivery Date:** [Expected Delivery Date]
- **Shipping Method:** [Shipping Method]

The replacement order will be shipped at no additional cost to you. If the original items need to be returned, we have enclosed return instructions and a prepaid shipping label for your convenience.

We strive to ensure complete satisfaction with our products and services, and we appreciate the opportunity to address this matter. Should you have any further questions or require additional assistance, please do not hesitate to contact our customer service department at [Customer Service Email] or [Customer Service Phone Number].

Thank you for your understanding and for giving us an opportunity to make this right.

Sincerely,

[Your Name]  
[Your Position]  
[Company Name]