

Sample Adjustment Letter: Product Substitution Error

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

Thank you for your recent order with [Your Company Name]. We greatly appreciate your business and the trust you place in us.

We are writing to sincerely apologize for an error that occurred with your recent purchase (Order #[Order Number]). Due to a mistake in our fulfillment process, you received a substitute product instead of the item you originally ordered. We understand how important it is to receive exactly what you expect, and we are truly sorry for any inconvenience this substitution may have caused.

To promptly resolve this issue, we will be shipping the correct product to your address at no additional charge. You can expect to receive it within [number of days] days. Please feel free to keep or return the substituted product at your convenience; if you would like to return it, we will provide you with a prepaid return shipping label.

As a gesture of our commitment to your satisfaction, we would also like to offer you [option: a full refund/discount on your next purchase/a store credit of \$XX] which you can redeem on your next order.

We value your business and are dedicated to ensuring your complete satisfaction. If you have any questions or require further assistance, please do not hesitate to contact us at [Customer Service Phone Number] or [Customer Service Email].

Once again, we apologize for this oversight and thank you for your understanding.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Company Contact Information]