

Date: [Insert Date]

Customer Name: [Insert Customer Name]

Customer Address: [Insert Address]

Dear [Customer Name],

We sincerely apologize for the inconvenience caused due to an error in your recent order (**Order #**[Insert Order Number]). It has come to our attention that you received the wrong item instead of the product you originally requested.

At [Your Company Name], we strive to deliver our products accurately and on time, and we regret any confusion or disruption this may have caused. To rectify this situation, we have taken the following steps:

- The correct item, [Insert Correct Item Name], has already been processed and will be shipped to you via expedited service. You can expect delivery within [Insert Time Frame].
- Enclosed with this letter, you will find a prepaid return shipping label. Please use this label to return the incorrect item at your earliest convenience. Instructions are provided for your ease.

Please rest assured that we are reviewing our shipping processes to prevent similar issues in the future. Your satisfaction is our top priority, and we appreciate your understanding and patience in this matter.

Should you have any further questions or need assistance, please contact our customer service team at [Insert Contact Information].

Thank you for giving us the opportunity to correct this mistake and for your continued trust in [Your Company Name].

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]