

Business Apology Letter for Mistake in Customer Order

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

I am writing on behalf of [Your Company Name] to sincerely apologize for the recent mistake in your order (Order #[Order Number]) dated [Order Date]. We understand how important it is for you to receive the correct items, and we deeply regret any inconvenience this has caused.

Upon reviewing your order, we realized that [clearly explain what went wrong, e.g., the wrong item was sent, an item was missing, etc.]. We take full responsibility for this oversight and understand the frustration such errors can cause.

To correct this, we have already [explain corrective action, e.g., shipped the correct item, arranged for the missing item to be sent, provided a return label for the incorrect item, etc.]. You can expect the replacement to arrive within [timeframe]. Additionally, as a token of our apology, we would like to offer you [mention any compensation, if applicable, e.g., a discount, free shipping on your next order, etc.].

At [Your Company Name], customer satisfaction is our priority, and we are reviewing our processes to ensure similar mistakes do not occur in the future. We appreciate your understanding and your continued trust in our company.

If you have any further questions or concerns, please feel free to contact me directly at [your contact information].

Once again, I apologize for any inconvenience this may have caused and thank you for giving us the opportunity to make things right.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]