

Sample Adjustment Letter for Shipment Sent to Wrong Address

[Your Company Letterhead]

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We are writing to address an issue regarding your recent order with us (Order No: [Order Number]). It has come to our attention that your shipment was mistakenly sent to the wrong address due to a processing error in our fulfillment department.

We sincerely apologize for any inconvenience or concern this may have caused you. We fully understand the importance of receiving your goods in a timely and hassle-free manner, and we deeply regret this oversight.

Please be assured that corrective steps have already been taken. We have located your order and have arranged for it to be redirected to your correct address at no additional cost to you. Additionally, we are closely monitoring the progress of your shipment to ensure prompt delivery. You can expect your package to arrive at [Correct Address] by [New Estimated Delivery Date].

As a token of our apology, we are offering you [e.g., a discount, free shipping on your next order, or another gesture] which you may use on your next purchase with us.

Once again, we apologize for this error and greatly appreciate your understanding and patience. If you have any further questions or require assistance, please do not hesitate to contact our customer service team at [Customer Service Phone/Email].

Thank you for your continued trust in [Your Company Name]. We are committed to providing you with the highest standard of service.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Your Phone Number]

[Your Email Address]