

[Your Company Letterhead]

[Date]

[Client Name]

[Client Address]

[City, State, ZIP Code]

Dear [Client Name],

We are writing to formally extend our sincerest apologies for the incorrect order you received from us on [order date] (Order No: [order number]). We understand how crucial it is for our clients to receive accurate and timely deliveries, and we regret any inconvenience or frustration this mistake may have caused you.

After thoroughly reviewing the details, we discovered that the error occurred due to [briefly explain the cause of the mistake, e.g., a mislabeling during the ordering process or a packing oversight]. We take full responsibility for this oversight and already have steps in place to address and correct the issue.

To resolve this situation promptly, we have arranged to [state corrective action, e.g., ship the correct items immediately, issue a replacement or refund]. Additionally, we are enhancing our quality control measures and employee training to ensure this type of error does not happen again in the future.

Your satisfaction and trust are extremely important to us. We value your business and are dedicated to ensuring that your future experiences with us meet the highest standards of quality and reliability.

Once again, please accept our deepest apologies. If you have any further concerns or require additional assistance, please do not hesitate to contact us directly at [phone number] or [email address].

Thank you for bringing this matter to our attention and allowing us the opportunity to make it right.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]