

Apology Letter Sample for Delivering Incorrect Order

[Your Company Letterhead or Logo]

Date: [Insert Date]

Dear [Customer Name],

We sincerely apologize for the inconvenience you experienced due to receiving an incorrect order from us. At [Your Company Name], we strive to deliver the right products to our valued customers, and we regret that we did not meet those expectations on this occasion.

Please accept our heartfelt apologies for this oversight. We understand how disappointing and frustrating it must be to receive the wrong item(s), and we appreciate you bringing this matter to our attention.

To resolve this issue promptly, we are **[arranging to send you the correct item at no additional cost/providing a full refund/offering an exchange, as appropriate]**. A member of our customer support team will contact you shortly to confirm the next steps and ensure your satisfaction.

We are also taking steps to investigate how this error occurred and improve our process to prevent similar incidents in the future.

Thank you for your understanding and for giving us the opportunity to make this right. If you have any further questions or concerns, please do not hesitate to contact us at [Customer Service Phone Number/Email].

Sincerely,

[Your Name]

[Your Title/Position]

[Your Company Name]