

Subject: Our Sincere Apologies for Your Order Delivery Issue

Dear [Customer Name],

We sincerely apologize for the mistake regarding the delivery of your recent order with us (Order #[Order Number]). We understand how important it is for you to receive your items correctly and on time, and we deeply regret any inconvenience this has caused.

After investigating the matter, we discovered that [briefly explain the mistake, e.g., "an item was incorrectly shipped due to a packing error"]. Please be assured that this was unintentional and does not reflect our usual standards of service.

To resolve this issue, we will [state corrective action, e.g., "immediately ship the correct item to you at no extra cost" / "process a full refund" / "provide a replacement along with a discount code for your next purchase"]. You will receive [details about shipping/tracking/refunds, if applicable] shortly.

Your satisfaction is very important to us. If you have any further questions or require assistance, please do not hesitate to contact us at [contact information].

Again, we apologize for this oversight and greatly appreciate your understanding and patience.

Best regards,
[Your Name]
[Your Position]
[Company Name]
[Contact Information]