

Sample Letter: Business Apology for Mistake in Delivery

Date: [Insert Date]

[Customer Name]
[Customer Address]
[City, State, ZIP Code]

Dear [Customer Name],

We would like to sincerely apologize for the recent mistake in the delivery of your order [Order Number/Details] placed on [Order Date]. We understand that receiving the wrong product can be frustrating and inconvenient, and we are truly sorry for any trouble this may have caused.

At [Your Company Name], we value your trust and satisfaction above everything else. Upon reviewing your order, we discovered that the error occurred due to [briefly explain reason for mistake, if known, e.g., a ocean issue in the packaging process]. Please rest assured that we are taking immediate corrective actions to ensure such incidents do not happen again.

We have already arranged for the correct product to be shipped to your address at no additional cost. Furthermore, we will arrange for the incorrect item to be collected at your convenience. If there are any additional concerns, or if you need further assistance, please feel free to contact our customer care team at [Customer Service Contact Details].

Once again, we apologize for this oversight and appreciate your understanding. Thank you for giving us the opportunity to resolve this matter and to continue serving you.

Sincerely,

[Your Name]
[Your Title/Position]
[Your Company Name]
[Phone Number]
[Email Address]