

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Subject: Adjustment for Incorrect Product Delivered

We sincerely apologize for our recent oversight regarding your order # [Order Number] placed on [Order Date]. It has come to our attention that you received an incorrect product instead of the item(s) you originally ordered.

Please accept our heartfelt apologies for any inconvenience this may have caused. We understand how important it is for you to receive the correct product in a timely manner.

To resolve this matter promptly, we have initiated the following steps:

- A replacement for the correct item(s) will be shipped to you within [Number] business days at no additional cost.
- Instructions for returning the incorrect product are enclosed/attached. Please use the pre-paid return label provided.
- If you prefer a full refund instead of a replacement, please inform us at your earliest convenience, and we will process it promptly.

Ensuring your satisfaction is our top priority, and we appreciate your patience and understanding throughout this process. If you have any questions or need further assistance, please contact our customer service team at [Phone Number] or [Email Address].

Thank you for choosing [Your Company Name], and we look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]