

Date: [Insert Date]

To,
[Client's Name]
[Client's Address]

Subject: Apology for Wrong Order Delivered

Dear [Client's Name],

We are writing to you regarding your recent order with us. Please accept our sincere apologies for delivering the wrong order. We understand how important it is for our valued clients to receive the correct products on time, and we deeply regret any inconvenience this may have caused.

Upon learning of this mistake, our team has taken immediate action to resolve the issue. We are currently arranging for the prompt replacement of the products or a refund, as per your preference. Please let us know which option you would prefer, and we will ensure the process is completed efficiently.

Your patience and understanding during this time are greatly appreciated. We would also like to assure you that we have implemented improved procedures to enhance our order accuracy and prevent similar issues in the future.

Excellent customer satisfaction is our highest priority, and we value the trust you place in us. If you have any further questions or require additional assistance, please do not hesitate to contact us directly.

Once again, we apologize for the inconvenience and look forward to serving you better in the future.

Yours sincerely,
[Your Name]
[Your Position]
[Company Name]
[Contact Information]