

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

Dear [Customer Name],

Thank you for bringing to our attention the issue regarding the color of the product you recently received from us. We sincerely apologize for the inconvenience and disappointment this may have caused.

After reviewing your order, it appears that a mistake occurred during our fulfillment process, resulting in you receiving an item in the incorrect color. We take full responsibility for this oversight and understand the importance of receiving your order according to your specifications.

To promptly resolve this matter, we have arranged for a replacement item in the correct color to be shipped to your address at no additional cost. You can expect to receive the replacement within [time frame, e.g., 5-7 business days].

We kindly request that you return the incorrect item using the prepaid return label included with your replacement package. If you have any questions regarding the return process, please feel free to contact our customer service team at [Customer Service Phone/Email].

At [Your Company Name], we are committed to delivering quality products and excellent customer service. We value your business and appreciate your patience and understanding as we work to correct this issue.

Thank you for giving us the opportunity to make things right. We look forward to serving you again in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]