

Adjustment Letter for Refund Due to Incorrect Order

An **adjustment letter for refund due to incorrect order** is a formal communication sent by a customer to a seller or company, requesting a refund or correction after receiving an incorrect or wrong order. This letter clearly explains the issue with the order, provides details such as order number and description of the mistake, and politely demands a resolution, typically a refund or replacement. Including a sample template in the letter helps the sender present their case effectively by outlining necessary information like an apology, acknowledgment of the error, and instructions for processing the refund, ensuring a smooth resolution process and maintaining positive customer-seller relations.

Sample Adjustment Letter Template

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

[Date]

[Recipient Name]

[Company Name]

[Company Address]

[City, State, ZIP Code]

Subject: Request for Refund Due to Incorrect Order (Order No: [Order Number])

Dear [Recipient Name],

I am writing to bring to your attention an issue with my recent order, **[Order Number]**, placed on **[Order Date]**. Unfortunately, upon receiving the package on **[Delivery Date]**, I discovered that the items delivered were not what I had originally ordered.

Specifically, instead of **[describe the correct items ordered]**, I received **[describe the incorrect items received]**. I have attached photographs as evidence and retained all original packaging for your reference.

I kindly request a full refund for this incorrect order, as I am unable to utilize the products received. Please provide me with instructions for returning the incorrect items, if necessary, and clarify the expected timeframe for receiving my refund.

I appreciate your prompt attention to this matter. Please let me know if you require any further information to expedite the resolution.

Thank you for your assistance and understanding.

Sincerely,

[Your Name]

Tips for Using This Template:

- Replace all placeholders (e.g., [Order Number], [Your Name]) with your actual details.
- Attach any supporting documents, such as photographs or receipts.
- Keep a copy of your letter for your records.