

Date: [Insert Date]

Dear [Customer Name],

We sincerely apologize for the inconvenience caused due to receiving the wrong [size/color] in your recent order with us (Order#[Order Number]).

This mistake occurred during our order fulfillment process, and we deeply regret the error and any frustration it may have caused. Please be assured that we value your satisfaction and are committed to providing our customers with the highest quality of service.

To rectify this issue, we will immediately send you the correct [size/color] at no additional charge. We will also arrange for the return of the incorrect item at your earliest convenience. If you prefer, we can alternatively offer you a full refund or exchange for any other product of your choice.

If you have any further concerns or preferences regarding this matter, please do not hesitate to contact us at [Customer Service Contact Information]. We truly appreciate your understanding and patience.

Thank you for bringing this to our attention and giving us the opportunity to make things right. Your trust is very important to us, and we look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]