

Formal Apology Letter Template for Wrong Item Sent

[Your Company Letterhead or Name]
[Your Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]

[Recipient's Name]
[Recipient's Address]
[City, State, ZIP Code]

Dear [Recipient's Name],

I am writing on behalf of [Your Company Name] to sincerely apologize for the inconvenience caused by dispatching the wrong item with your recent order ([Order Number], placed on [Order Date]). We deeply value your business, and we regret any frustration or inconvenience this error may have caused.

After reviewing your order, it has come to our attention that you received [incorrect item/details], instead of the item you requested ([correct item/details]). We take full responsibility for this oversight and are currently investigating how this error occurred to prevent similar incidents in the future.

To promptly resolve this matter, we offer the following options:

- We can immediately dispatch the correct item to you at no additional cost.
- If you prefer, we can arrange for a full refund of your purchase.
- We will provide you with instructions and a prepaid label for returning the wrong item, should you wish to return it.

Please reply to this letter or contact us at [contact email/phone] to let us know your preferred resolution. Your satisfaction is our top priority, and we appreciate your understanding and patience.

Once again, we apologize for this mistake and thank you for giving us the opportunity to correct it. We value your trust in [Your Company Name] and look forward to serving you better in the future.

Sincerely,
[Your Name]
[Your Position]
[Your Company Name]