

[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 Immediate Replacement of Incorrect Order

Dear [Recipient Name],

I am writing to formally convey my disappointment and lodge a complaint regarding the incorrect order I received from your company under Order Number [Order Number], placed on [Order Date]. Upon unpacking the delivery on [Date Received], I discovered that the items received do not match the original products I ordered.

The details of the incorrect items received are as follows:

[List the incorrect items delivered with details, e.g., product name, quantity, etc.]

The correct items as per my order should have been:

[List the correct items that were originally ordered]

This error has caused considerable inconvenience and disrupted my plans. As a loyal customer, I have always trusted your company for reliable service and quality products. Therefore, I request an immediate replacement with the correct items at the earliest possible date. Please arrange for the incorrect products to be collected from my address, as well as the prompt dispatch and delivery of the correct items.

I trust that you will address this matter swiftly to maintain the quality of service and uphold customer satisfaction. Kindly confirm in writing the actions that will be taken and provide a timeline for the replacement delivery.

I look forward to your prompt response and a satisfactory resolution.

Thank you for your attention to this matter.

Sincerely,  
[Your Name]