

[Your Company Letterhead]

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for bringing to our attention the issue regarding your recent order with us. We sincerely apologize for the inconvenience caused by the shipment of the incorrect item.

We understand how important it is for our customers to receive the products they ordered in a timely fashion, and we regret that we did not meet your expectations on this occasion.

To resolve this matter promptly, we will be sending out the correct item (**[Correct Item Name/Description]**) to your address immediately. You can expect to receive your replacement within [X] business days.

Please return the incorrect item (**[Wrong Item Received]**) using the pre-paid return shipping label enclosed with this letter. If you need any assistance with the return process, please feel free to contact our customer support team at [customer service phone/email].

As a gesture of our apology, we are offering [details of compensation, if any, e.g., a discount, refund, store credit]. Thank you for giving us the opportunity to correct this mistake.

We value your business and look forward to serving you better in the future. Should you have any further questions or concerns, please do not hesitate to reach out.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]