

[Your Company Letterhead or Logo]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We are writing in response to your recent communication regarding the delivery of your order (Order Number: [Order Number]), placed on [Order Date]. We sincerely apologize for the mistake that occurred with your recent delivery, resulting in [briefly state the nature of the delivery error, e.g., wrong item received, damaged product, or missing item(s)].

At [Your Company Name], we are committed to providing our customers with the highest level of service and satisfaction. We regret any inconvenience this has caused you and appreciate your patience and understanding as we work to remedy the issue.

To resolve this matter promptly, we have arranged for the following:

- Replacement Product(s): We will ship the correct/replacement item(s) to your address as soon as possible. You can expect delivery within [number of days] business days.
- Return Instructions: If you received incorrect items, please use the enclosed pre-paid return label to send the item(s) back to us. If you have received damaged products, kindly retain all original packaging for the return process.
- Compensation / Additional Measures (if applicable): As a gesture of goodwill, we are pleased to offer you [discount, store credit, refund, free shipping on your next order, or other compensation] to thank you for your understanding and continued loyalty.

Please contact our customer service team at [Customer Service Email/Phone Number] if you have any further questions or need assistance with the return process.

Once again, we apologize for this oversight and value your trust in [Your Company Name]. We are dedicated to ensuring your satisfaction and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]