

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Subject: Adjustment for Exchange of Product with Incorrect Color Sample

Dear [Customer Name],

We sincerely appreciate your recent purchase with [Your Company Name] and thank you for bringing to our attention the issue regarding the color of the product delivered to you. Please accept our sincerest apologies for any inconvenience this may have caused.

Upon reviewing your order, we understand that the item you received did not match the color specified in your order. We deeply regret this oversight and are committed to resolving the matter promptly and efficiently.

To rectify the situation, we request that you kindly return the incorrect color sample using the prepaid shipping label enclosed with this letter. Once the item is shipped, please notify us so we can expedite the dispatch of the correct product in your desired color.

As a gesture of our appreciation for your understanding and patience, we would like to offer you [optional: a discount, free shipping, or other compensation] on your next purchase. Your satisfaction is our priority, and we hope to serve you better in the future.

If you have any further questions or require additional assistance, please do not hesitate to contact our customer service department at [Contact Information].

Thank you again for giving us the opportunity to resolve this matter. We value your business and are committed to delivering quality products and services.

Sincerely,

[Your Name]

[Your Position/Title]

[Your Company Name]

[Contact Information]