

Date: [Insert Date]

Dear [Customer Name],

We sincerely apologize for the inconvenience caused due to the incorrect fulfillment of your order, [Order Number], placed on [Order Date]. We understand how disappointing it can be to receive an incorrect product/service, and we deeply regret any frustration or disruption this may have caused.

Upon receiving your complaint, our team immediately investigated the matter. It appears that the error occurred due to [brief explanation of the reason for the error, if appropriate, e.g., an internal processing mistake]. Please be assured that we are taking this matter very seriously and have already implemented measures to prevent such incidents from happening in the future.

To rectify the situation, we have arranged the following resolution:

- [State corrective action, such as shipping the correct item, issuing a refund, or offering a replacement]
- [Provide details for returning the incorrect item, if necessary]
- [Mention any compensation or goodwill gesture, if applicable]

Our commitment to quality and customer satisfaction remains our top priority. We greatly value your trust in our company and hope to restore your confidence in our services. Should you have any further concerns or require additional assistance, please do not hesitate to contact us at [Customer Service Phone Number] or [Customer Service Email].

Thank you for bringing this matter to our attention and allowing us the opportunity to resolve it. We appreciate your understanding and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]