

Sample Adjustment Letter for Duplicate Order Shipped

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for your recent order with [Your Company Name]. We sincerely appreciate your business and strive to ensure every experience with us is positive.

We have become aware that you received a duplicate shipment of your recent order, [Order Number], due to an oversight in our shipping process. Please accept our apologies for any confusion or inconvenience this may have caused.

To resolve this issue, we kindly ask that you either return the duplicate items using the pre-paid return shipping label enclosed with this letter, or, if you prefer, we can arrange for a courier to collect the package at your convenience. If any additional costs were incurred due to this error, please let us know, and we will ensure you are fully reimbursed.

Alternatively, if you wish to keep the duplicate items, please contact our customer service team at [Customer Service Phone/Email] for further instructions.

We value your trust and are committed to making this right. Thank you for bringing this matter to our attention and giving us the opportunity to address it promptly.

Should you have any further questions or concerns, please feel free to contact us at [Contact Information]. We appreciate your understanding and look forward to serving you again.

Sincerely,

[Your Name]

[Your Title/Position]

[Your Company Name]