

# Product Exchange Inquiry

Dear [Customer Service Team/Recipient's Name],

I hope this message finds you well. I am writing to inquire about a product exchange regarding my recent order, #[Order Number], placed on [Order Date]. Unfortunately, I received an incorrect item.

The item I received is [Description of the Incorrect Item], while I was expecting [Description of the Correct Item]. I have attached a copy of my order confirmation for your reference.

Could you please provide guidance on how to proceed with the exchange? I would appreciate any assistance you can offer in resolving this issue promptly.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]

[Your Contact Information]

[Your Address]