

# Order Acknowledgment

Dear [Customer Name],

Thank you for reaching out to us regarding your recent order. We sincerely apologize for the confusion surrounding your order number [**Order Number**].

Upon reviewing your order, we have identified that there was a mistake in the items shipped to you. We understand how important it is for you to receive the correct products.

To rectify this issue, we will ensure that the correct items are dispatched to you immediately at no additional cost. Additionally, you may keep the mistakenly sent items as a gesture of goodwill.

Please allow [**Time Frame**] for the new shipment to arrive. You will receive a confirmation email with tracking details shortly.

We appreciate your understanding and patience in this matter. If you have any further questions or concerns, please do not hesitate to contact us.

Best regards,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]