

Product Mismatch Inquiry

Date: [Insert Date]

To: [Recipient's Name]

[Company's Name]

[Company's Address]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to bring to your attention a concern regarding a recent purchase from your company. On [insert purchase date], I ordered [insert product name/model], but the item I received does not match the description provided at the time of purchase.

The product I received is [insert details of the incorrect product], whereas I had intended to receive [insert details of the correct product]. I have attached photographs and the original order confirmation for your reference.

Could you please assist me in resolving this issue? I would appreciate any guidance on how to exchange or return the incorrect item and obtain the correct one.

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

Sincerely,

[Your Name]

[Your Address]

[Your Email]

[Your Phone Number]