

Compensation Offer for Incorrect Order

Date: [Insert Date]

Dear [Customer's Name],

We hope this message finds you well. We are reaching out regarding your recent order with us, order number [Order Number], placed on [Order Date].

We sincerely apologize for the inconvenience caused by the incorrect item(s) sent to you. At [Your Company Name], we value your satisfaction and strive to provide the best service possible.

To make amends for this error, we would like to offer you the following compensation:

- A full refund of your order total.
- [Alternative compensation, e.g., a discount on your next purchase, a gift card, etc.].

To accept this offer, please contact our customer service team at [Customer Service Email/Phone Number]. We will ensure that the correct item is sent to you promptly, and any necessary refund or compensation is processed without delay.

Thank you for your understanding and patience in this matter. We appreciate your business and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Company Contact Information]