

Customer Service Response: Order Error

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent order [Order Number]. We sincerely apologize for the error you experienced with your order.

We understand how important it is for you to receive the correct items, and we want to assure you that we are here to resolve this issue promptly. The mistake was due to [brief explanation of the error], and we are currently investigating how this occurred.

As a resolution, we will [outline the steps taken to rectify the error, e.g., resend the correct items, issue a refund]. You can expect to receive [details about any shipping or refund timelines].

Additionally, we would like to offer you a [discount, coupon, or other compensation, if applicable] as a token of our apology for the inconvenience caused.

Please feel free to reach out if you have any further questions or require assistance. You can contact us at [customer service phone number] or [customer service email]. We appreciate your understanding and patience in this matter.

Thank you for being a valued customer.

Sincerely,
[Your Name]
[Your Job Title]
[Company Name]
[Company Contact Information]