

Date: [Insert Date]

[Your Name]

[Your Position]

[Your Company]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Recipient Name]

[Recipient Position]

[Recipient Company]

[Recipient Address]

[City, State, Zip Code]

## **Subject: Explanation for Incorrect Shipment**

Dear [Recipient Name],

I hope this message finds you well. I am writing to inform you about an issue we encountered regarding our recent shipment under order number [Order Number]. We regret to inform you that an incorrect item was shipped, which was not part of the purchase agreement.

The item you received was [Describe Incorrect Item], whereas the correct item should have been [Describe Correct Item]. This mistake occurred due to [Brief Explanation of How the Error Happened, e.g., "a mix-up in our warehouse"].

We understand the inconvenience this may have caused and are committed to resolving this issue promptly. We will be sending the correct item to you within [Time Frame] and will arrange for the retrieval of the incorrect item at your earliest convenience.

We sincerely apologize for any trouble this may have caused and appreciate your understanding as we work to rectify the situation. If you have any further questions or need assistance, please feel free to contact me directly.

Thank you for your patience and understanding.

Best regards,

[Your Name]

[Your Position]

[Your Company]