

Letter of Resolution

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Recipient's Name]

[Company's Name]

[Company's Address]

[City, State, Zip Code]

Subject: Resolution for Order Fulfillment Mistake

Dear [Recipient's Name],

I hope this message finds you well. I am writing to bring to your attention an issue regarding my recent order (Order Number: [Insert Order Number]) placed on [Insert Order Date].

It has come to my attention that there was a mistake in the fulfillment of my order. Instead of receiving [Expected Item(s)], I received [Received Item(s)]. This discrepancy has caused [briefly explain the inconvenience caused].

To resolve this issue, I kindly request that you send the correct item(s) as soon as possible. Additionally, I would appreciate instructions on how to return the incorrect item(s) I received.

Thank you for your attention to this matter. I look forward to your prompt response and a resolution to this issue.

Sincerely,

[Your Signature (if sending a hard copy)]

[Your Printed Name]

[Your Contact Information]