

Order Tracking Update

Dear [Customer's Name],

We hope this message finds you well. We are writing to provide you with an update regarding your recent order #[Order Number] that was misdelivered.

Our investigation has revealed that your package was erroneously delivered to [Incorrect Address/Location]. We are taking immediate action to rectify this issue.

Currently, we are in the process of retrieving your package. We expect to have it redirected to your correct address at [Your Address] within [Time Frame].

We sincerely apologize for any inconvenience this may have caused and appreciate your patience as we resolve this matter.

If you have any questions or require further assistance, please do not hesitate to contact our customer service team at [Customer Service Contact Information].

Thank you for your understanding.

Sincerely,
[Your Name]
[Your Title]
[Company Name]