

Freight Discrepancy Acknowledgment Letter

Date: [Insert Date]

[Your Company Name]
[Your Company Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]

[Recipient Name]
[Recipient Company Name]
[Recipient Address]
[City, State, Zip Code]

Dear [Recipient Name],

We are writing to acknowledge the receipt of your notification regarding the freight discrepancy associated with our recent shipment (Invoice #[Insert Invoice Number]). We appreciate your prompt response in bringing this matter to our attention.

Upon review, we have identified that the shipment contained incorrect items, which do not match the purchase order outlined in our agreement. Specifically, the following discrepancies have been noted:

- Incorrect Item: [Insert Incorrect Item Details] - Ordered: [Insert Ordered Quantity] - Received: [Insert Received Quantity]
- Missing Item: [Insert Missing Item Details] - Ordered: [Insert Ordered Quantity]

We are currently investigating the source of the discrepancy and are in the process of rectifying the situation. We will keep you updated regarding our findings and any necessary steps needed to resolve this matter swiftly.

Thank you for your understanding and cooperation. If you have any further inquiries, please do not hesitate to contact us.

Sincerely,

[Your Name]
[Your Job Title]
[Your Company Name]