

Dear [Customer Service Team],

I hope this message finds you well. I am writing to bring to your attention an issue I encountered with my recent order, #[Order Number], placed on [Order Date].

Upon receiving the item, [Item Name], I noticed that it does not match the description provided on your website. Specifically, [briefly explain the discrepancies].

I would appreciate your guidance on how to resolve this issue. I look forward to your prompt response and a satisfactory resolution.

Thank you for your attention to this matter.

Sincerely,
[Your Name]
[Your Contact Information]