

Your Name  
Your Address  
City, State, Zip Code  
Email Address  
Phone Number  
Date

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

Dear [Recipient Name],

I am writing to bring to your attention an issue regarding a recent order I received from your company (Order Number: [Order Number]). Upon receiving the item, I noticed that the description provided on your website does not match the product I received.

The product I ordered was [Describe the item as per the order], but what I received is [Describe the item received]. This discrepancy has caused some confusion and disappointment as I was expecting [Explain your expectation].

I would appreciate your assistance in resolving this issue. Please let me know how I can return the incorrect item and obtain the correct one as per the original order. Additionally, any guidance on how this issue might be prevented in the future would be greatly appreciated.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,  
[Your Name]