

# Subject: Incorrect Product Fulfillment Notification

Dear [Customer Name],

We hope this message finds you well. We are reaching out regarding your recent order #[Order Number] placed on [Order Date].

It has come to our attention that there was an error in fulfilling your order. Instead of the [Correct Product Name], you received [Incorrect Product Name]. We sincerely apologize for this mistake and any inconvenience it may have caused.

To resolve this issue, we would like to offer you a replacement for the correct item. Please let us know a convenient time for our courier to pick up the incorrect product from you.

Additionally, as a token of our apology, we would like to offer you a [discount, gift, or other compensation].

Thank you for your understanding and support. We value your business and are committed to making this right for you. Please feel free to reach out to us at [Contact Information] should you have any questions or further concerns.

Best regards,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]