

Inquiry About Wrong Product Received

Dear [Customer Service Team/Specific Name],

I hope this message finds you well. I am writing to inquire about an issue with my recent order (Order Number: [Order Number]), placed on [Order Date]. I received the package on [Delivery Date], but unfortunately, the product I received is not what I ordered.

The item I ordered was [Correct Product Name/Description], but instead, I received [Wrong Product Name/Description]. I have attached a photo for your reference.

I would like to request the following:

- Instructions on how to return the incorrect item.
- Information regarding the replacement of the correct item.

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

Sincerely,

[Your Name]

[Your Address]

[Your Email Address]

[Your Phone Number]