

# Notification of Incorrect Item Shipment

Dear [Recipient's Name],

We hope this message finds you well. We are writing to inform you that an error occurred during the shipment of your recent order #[Order Number] placed on [Order Date]. Instead of the ordered item, you received [Incorrect Item Description].

We sincerely apologize for this oversight and any inconvenience it may have caused. To rectify this situation, we will arrange for the correct item, [Correct Item Description], to be shipped to you immediately.

Please return the incorrect item using the prepaid shipping label included in this notification. If you have any questions or need further assistance, feel free to reach out to our customer service team at [Customer Service Email/Phone Number].

Thank you for your understanding and patience.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Company Address]

[Your Company Phone Number]