

Letter of Contrition

Date: [Insert Date]

To: [Recipient's Name]

[Recipient's Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to sincerely apologize for the error that occurred with your recent order [Order Number]. We regret to inform you that the product you received was not the correct item you had ordered.

This mistake does not reflect the high standards we strive to maintain at [Company Name]. We understand how important it is for our customers to receive the right products promptly, and we take full responsibility for this oversight.

To rectify this situation, we would like to arrange for the correct product to be sent to you at no additional cost. Additionally, we will provide a prepaid shipping label for you to return the incorrect item.

Please let us know how you would like to proceed, and if there are any other concerns or questions you may have, do not hesitate to reach out.

We truly value your business and appreciate your understanding in this matter. Thank you for your patience, and we look forward to resolving this issue promptly.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]