

Dear [Customer's Name],

We want to sincerely apologize for the error regarding your recent order #[Order Number]. We understand that receiving the wrong item can be frustrating, and we are truly sorry for any inconvenience this may have caused.

Please rest assured that we are taking the necessary steps to correct this mistake. We have already initiated the process to send you the correct item, which will be dispatched by [Date]. Additionally, we would like to offer you a [Discount/Coupon/Refund] as a gesture of our commitment to customer satisfaction.

Thank you for your understanding and patience during this matter. Your satisfaction is our top priority, and we appreciate your business.

If you have any further questions or concerns, please do not hesitate to reach out to our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Warm regards,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]