

Dear [Customer's Name],

We hope this message finds you well. We are writing to sincerely apologize for the recent mishap regarding your order #[Order Number].

Unfortunately, due to [brief explanation of the issue], your order was not processed correctly. We understand how frustrating this must be for you, and we take full responsibility for the oversight.

Please rest assured that we are taking immediate steps to rectify the situation. Your correct order will be shipped out to you by [new shipping date], and we will also [any compensation, if applicable, e.g., offer a discount, free shipping on your next order].

We value your business and appreciate your understanding in this matter. If you have any further questions or concerns, please do not hesitate to reach out to our customer service team at [customer service contact information].

Thank you for your patience and understanding.

Sincerely,

[Your Name]
[Your Position]
[Company Name]
[Contact Information]