

# Apology for Order Mistake

Date: [Insert Date]

Recipient Name

Recipient Address

Dear [Recipient Name],

I am writing to sincerely apologize for the mistake that occurred with your recent order (Order Number: [Insert Order Number]). We understand how important it is for our customers to receive their orders correctly and on time, and we regret any inconvenience this may have caused you.

Upon reviewing your order, we realized that [briefly explain the mistake, e.g., "the wrong item was shipped"]. We take full responsibility for this oversight and have taken measures to ensure that it does not happen again in the future.

To rectify the situation, we have [explain the corrective action, e.g., "issued a refund," "shipped the correct item," etc.]. You can expect to receive this by [insert expected delivery date if applicable].

We appreciate your understanding and patience regarding this matter. As a token of our apology, we would like to offer you [mention any compensation, if applicable, e.g., "a discount on your next purchase"].

Thank you for your continued support. If you have further questions or concerns, please feel free to contact us at [insert contact information].

Sincerely,

[Your Name]

[Your Position]

[Your Company]

[Your Contact Information]