

# Letter of Regret

Date: [Insert Date]

To,

[Customer's Name]

[Customer's Address]

Dear [Customer's Name],

We sincerely apologize for the inconvenience caused by the delivery of the wrong item to your address. We understand how important it is for you to receive the correct product promptly.

Upon reviewing your order, we acknowledge that there was an error on our part, and we take full responsibility for it. We are currently working to rectify this issue and ensure that you receive the correct item as soon as possible.

To resolve this matter, we will arrange for the return of the incorrect item and expedite the shipping of the correct item. Our customer service team will reach out to you shortly to provide further instructions and assistance.

Once again, we apologize for this oversight and appreciate your understanding. Please feel free to contact us at [Customer Service Phone Number] or [Customer Service Email] if you have any questions or need further assistance.

Thank you for your patience and support.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Address]

[Company Contact Information]