

Response to Order Error

Dear [Customer's Name],

We sincerely apologize for the error regarding your recent order (#Order Number). We understand how important this is to you and are committed to resolving this issue swiftly.

We have identified the mistake and are taking immediate action to correct it. You can expect to receive the correct order by [Date]. If you prefer a different resolution, please let us know, and we will accommodate your request.

Thank you for your understanding and patience. Your satisfaction is our top priority. If you have any further questions, please don't hesitate to contact us at [Contact Information].

Best regards,
[Your Name]
[Your Position]
[Company Name]
[Company Contact Information]