

Customer Service Follow-Up

Dear [Customer's Name],

We hope this message finds you well. We would like to sincerely apologize for the recent manufacturing mistake regarding your order #[Order Number].

Our team has reviewed your case and we understand the inconvenience this has caused you. We take all such matters seriously and are committed to rectifying the situation promptly.

To address the issue, we have processed a replacement for your item, which will be shipped to you by [Date]. Additionally, we would like to offer you a [Discount/Compensation] as a token of our apology for the trouble you've experienced.

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

Thank you for your understanding and patience.

Sincerely,

[Your Name]
[Your Job Title]
[Company Name]