

Grievance Letter Template for Wrong Order

Your Name
Your Address
City, State, Zip Code
Email Address
Phone Number
Date

Customer Service Department
Company Name
Company Address
City, State, Zip Code

Dear Customer Service Team,

I am writing to formally express my grievance regarding a wrong order I received on [insert order date]. My order number is [insert order number]. Instead of the items I ordered, I received [briefly describe the incorrect items received].

I had ordered the following items:

- [Item 1]
- [Item 2]
- [Item 3]

Unfortunately, I received the following incorrect items:

- [Incorrect Item 1]
- [Incorrect Item 2]

I would appreciate it if you could resolve this issue promptly by sending me the correct items as soon as possible. Additionally, please provide instructions on how to return the incorrect items to you.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,
[Your Name]