

Letter of Claim for Order Substitution Issue

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Recipient's Name]

[Company Name]

[Company Address]

[City, State, Zip Code]

Subject: Claim for Order Substitution Issue - Order Number [Order Number]

Dear [Recipient's Name],

I am writing to formally express my concern regarding an issue with my recent order placed on [Order Date] under order number [Order Number]. I received an incorrect item and request a substitution of the ordered product.

The item I received is [describe the incorrect item], whereas my order was for [describe the correct item]. I have attached copies of the order confirmation and photographs of the received item.

I would appreciate your prompt attention to this matter and request the correct item to be shipped to me at your earliest convenience. Additionally, please provide instructions on how to return the incorrect item.

Thank you for your immediate attention to this issue. I look forward to your swift resolution.

Sincerely,

[Your Name]