

Order Discrepancy Notification

Dear [Customer's Name],

We hope this message finds you well. We are reaching out regarding your recent order #[Order Number] placed on [Order Date].

It has come to our attention that there is a discrepancy with your order. Specifically, [describe the discrepancy, e.g., "the item received differs from what was ordered" or "the wrong quantity was shipped"].

We sincerely apologize for any inconvenience this may have caused. Our team is here to assist you in resolving this matter as quickly as possible. Please respond to this email or contact our customer service at [Customer Service Phone Number] so we can ensure you receive the correct items promptly.

Thank you for your understanding and patience in this matter.

Sincerely,
[Your Company Name]
[Your Company Contact Information]