

Dear [Customer's Name],

I hope this message finds you well. I am writing to address a misunderstanding regarding your recent custom order with us.

It has come to our attention that there may be some confusion concerning the specifications/items you ordered. Specifically, we noted that [describe the specific misunderstanding or error].

To resolve this matter efficiently, I would appreciate your clarification on the following points:

- [Point 1]
- [Point 2]
- [Point 3]

Once we have this information, we will be better equipped to fulfill your order according to your expectations. We value your business and want to ensure your complete satisfaction.

Thank you for your understanding and cooperation. Please feel free to reach out directly at [Your Contact Information] if you have any further questions.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]