

Apology Letter for Order Mistake

Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for the mistake regarding your recent order #[Order Number]. We strive to provide our customers with the highest level of service, and it is clear that we fell short in this instance.

Unfortunately, [brief explanation of the mistake, e.g., an incorrect item was sent, or a delay occurred]. We understand how this may have caused inconvenience, and for that, we are truly sorry.

As a gesture of goodwill, we would like to offer you [mention any compensation, e.g., a refund, discount, or replacement]. Please let us know how you would like to proceed, and we will ensure that it is handled promptly.

Thank you for your understanding and patience in this matter. We value your business and are committed to making this right.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]