

Order Acknowledgment

Dear [Customer's Name],

Thank you for your order with [Company Name]. We appreciate your business and want to bring to your attention an error regarding your recent order #[Order Number] placed on [Order Date].

Unfortunately, we have identified a mistake in the order details. Instead of [Incorrect Item], you should have received [Correct Item]. We sincerely apologize for this oversight.

We are currently working to correct this issue and will ship the correct item to you within [time frame]. Additionally, we will provide you with a [discount/refund] for the inconvenience caused.

Your understanding is greatly appreciated, and we are committed to ensuring your satisfaction. Please don't hesitate to reach out if you have any further questions or concerns.

Thank you for your patience.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]