

Apology for Incorrect Order Delivery

Dear [Customer's Name],

We sincerely apologize for the mix-up with your recent order (# [Order Number]). It has come to our attention that you received the wrong item(s), and we understand how frustrating this can be.

At [Company Name], we strive to provide the best service, and we regret that we fell short in this instance. We are currently reviewing our processes to ensure this does not happen again.

To rectify this situation, we would like to offer you the correct item(s) at no additional cost. Additionally, we will arrange for the return of the incorrect item(s) at your convenience.

Thank you for your understanding and patience in this matter. If you have any questions or further concerns, please feel free to contact us at [Contact Information].

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]