

Letter of Clarification

Date: [Insert Date]

To: [Recipient's Name]

Company: [Recipient's Company]

Address: [Recipient's Address]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to bring to your attention an issue we encountered with our recent shipment (Invoice #[Insert Invoice Number], Shipment #[Insert Shipment Number]) sent on [Insert Shipment Date].

Upon receipt, we realized that the shipment contained incorrect items. Instead of [Describe Incorrect Items], we received [Describe Received Items]. This discrepancy has caused some disruption to our operations.

We would appreciate your prompt assistance in clarifying this matter. Please let us know how we should proceed with the return of the incorrect items and the shipment of the correct ones. We value our partnership and are hopeful for your swift response.

Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Position]

[Your Company]

[Your Contact Information]