

Letter of Explanation for Misordered Goods

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 inform you about a recent issue concerning our order #[Insert Order Number], which we received on [Insert Delivery Date].

After reviewing the order, we noticed that some items have been misordered. Specifically, we received [describe the incorrect items] instead of [describe the correct items ordered]. This discrepancy has caused [briefly explain the impact, e.g., operational delays, inconvenience, etc.].

We understand that mistakes can happen and we appreciate your assistance in resolving this matter. We would like to request guidance on how to proceed with returning the incorrect items and obtaining the correct goods.

Thank you for your attention to this matter. We look forward to your prompt response so we can rectify this situation as swiftly as possible.

Best regards,
[Your Name]
[Your Position]
[Your Company]
[Your Contact Information]