

Goodwill Letter for Order Discrepancy

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Recipient Name]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Recipient Name],

I hope this message finds you well. I am writing to bring to your attention a discrepancy regarding my recent order #[Order Number], placed on [Order Date].

Upon receiving the order, I noticed that [describe the issue - e.g., "the item received was not the item that was ordered" or "the quantity was incorrect"]. I always appreciate the quality of service provided by your company and understand that such issues can occasionally occur.

As a loyal customer, I would appreciate your assistance in resolving this matter. I am confident that we can find a satisfactory solution together. Please let me know the steps I need to take or how you can assist in rectifying this issue.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]