

Letter of Regret

Dear [Customer's Name],

We hope this message finds you well. We are writing to express our sincerest apologies for the inconvenience caused by sending you the wrong product with your recent order #[Order Number].

We understand how disappointing this can be and regret any trouble it may have caused you. We are currently working to rectify this error and ensure that the correct item is dispatched to you as soon as possible.

Please return the incorrect product using the prepaid shipping label we have included. Once we receive it, we will expedite the correct item to you without any additional charges.

Thank you for your understanding and patience in this matter. If you have any further questions or concerns, please do not hesitate to reach out to us.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]