

Letter of Remorse

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Recipient's Name]

[Recipient's Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to sincerely apologize for the mistake made in your recent order from our store. We inadvertently sent you the wrong item, and I understand how frustrating this can be.

Please accept my heartfelt apologies for the inconvenience this has caused you. We value your business and are committed to making this right. I have initiated the return process for the incorrect item, and we will ensure that the correct item is dispatched to you immediately.

If you have any further questions or require assistance, please do not hesitate to reach out to me directly at [Your Phone Number] or [Your Email Address].

Thank you for your understanding and patience in this matter.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]