

# Company Name

Address Line 1

Address Line 2

City, State, Zip Code

Email: contact@company.com

Phone: (123) 456-7890

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**Date:** [Insert Date]

[Customer's Name]

[Customer's Address Line 1]

[Customer's Address Line 2]

[City, State, Zip Code]

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## **Subject: Resolution for Mistaken Order Fulfillment**

Dear [Customer's Name],

Thank you for your recent order with us. We regret to inform you that there has been an error in the fulfillment of your order #[Order Number]. Instead of the item(s) you ordered, we sent you the following:

- [Incorrect Item Description]

We sincerely apologize for this confusion and any inconvenience this may have caused. To rectify this issue, we would like to offer you one of the following resolutions:

1. Replacement with the correct item(s), which will be shipped to you at no additional cost.
2. A full refund of your purchase price.
3. A store credit for the amount of the order.

Please let us know which option you would prefer by responding to this email or contacting our customer service team at (123) 456-7890. Once again, we are very sorry for this mistake and appreciate your understanding in this matter.

Thank you for your continued support.

Sincerely,

[Your Name]

[Your Position]

[Company Name]