

Dear [Customer's Name],

We hope this message finds you well. We are writing to sincerely apologize for the recent mix-up with your order #[Order Number].

We understand how important it is for you to receive the correct items, and we are truly sorry for any inconvenience this may have caused. This is not the level of service we strive to provide, and we are taking steps to ensure it does not happen again.

As a gesture of our apology, we would like to offer you [mention compensation, e.g., a discount, free shipping, etc.]. Your satisfaction is our top priority, and we appreciate your understanding and patience during this time.

Please feel free to reach out to us at [Customer Service Contact Information] if you have any further questions or concerns.

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]