

[Your Company Name]

[Your Company Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Recipient Name]

[Recipient Address]

[City, State, Zip Code]

Dear [Recipient Name],

We would like to take this opportunity to acknowledge the delivery mistake that occurred on [Date of Delivery]. We understand that you received [incorrect item/quantity] instead of [correct item/quantity].

We sincerely apologize for any inconvenience this may have caused and appreciate your understanding. Our team is actively working to rectify this issue and ensure that the correct shipment is sent to you as soon as possible.

We value your business and are committed to providing you with the best service. If you have any questions or require further assistance, please do not hesitate to contact us at [Contact Information].

Thank you for your patience and understanding in this matter.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]