

Urgent Action Needed: Shipping Error

Dear [Recipient's Name],

I hope this message finds you well. I am writing to bring to your immediate attention a shipping error that has occurred with our recent order #[Order Number].

Unfortunately, we received an incorrect item, which has significantly impacted our operations. The item we received is [describe incorrect item], while we had ordered [describe correct item]. We kindly request your assistance in rectifying this situation as soon as possible.

Please advise on the next steps to return the incorrect item and receive the correct shipment. Your prompt attention to this matter would be greatly appreciated, as it is crucial for our ongoing projects.

Thank you for your understanding and swift response.

Sincerely,
[Your Name]
[Your Position]
[Your Company]
[Your Contact Information]