

Resolution Offer for Order Mistakes

Date: [Insert Date]

Dear [Customer's Name],

We hope this message finds you well. We are writing to address the recent issue regarding your order #[Insert Order Number], which was placed on [Insert Order Date]. We sincerely apologize for any inconvenience caused by the mistakes in your order.

To resolve this matter, we would like to offer you the following options:

1. A full refund of your order amount.
2. A replacement of the incorrect items at no additional cost.
3. A discount of [Insert Discount Percentage]% on your next purchase.

Please let us know which option you would prefer, and we will take immediate action to rectify the situation. Your satisfaction is our top priority, and we appreciate your understanding.

Thank you for your patience in this matter. If you have any questions or require further assistance, please do not hesitate to contact us at [Insert Contact Information].

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]