

Product Shipment Error

[Your Name]

[Your Title]

[Company Name]

[Company Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

[Date]

[Recipient's Name]

[Recipient's Address]

[City, State, ZIP Code]

Dear [Recipient's Name],

I hope this letter finds you well. I am writing to address an unfortunate error that occurred in the recent shipment of products you ordered from us (Order # [Order Number]).

It has come to our attention that there was a mistake in the items shipped. We deeply apologize for this oversight and any inconvenience it may have caused. Rest assured, we are taking immediate action to correct this error.

We will arrange for the correct products to be shipped to you at our expense, and we kindly request that you keep the incorrect items in their original condition for return.

Please contact our customer service team at [Customer Service Email] or [Customer Service Phone Number] to coordinate the return and replacement process. We value your business and are committed to resolving this situation to your satisfaction.

Thank you for your understanding and patience.

Sincerely,

[Your Name]

[Your Title]