

Friendly and light response

Subject: Sorry About the Mix-Up!

Hi [Customer Name],

Thanks for letting us know about the issue with your recent order. Looks like something slipped through the cracks, and weâ€™re really sorry about that.

Weâ€™ve gone ahead and fixed itâ€”your replacement item is already on the way! You should get it in a couple of days. Thanks for your patience and for sticking with us.

Cheers,

[Your Name]

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