

Wrong Item Shipped Email Response

Subject: Oops! Wrong Item Sent - Let's Fix This Quick

Hey [Customer Name],

Thanks for letting us know we sent you the wrong item - that's definitely our mistake! Sometimes our warehouse gets a bit mixed up, but we're on it.

So you ordered [Correct Item] but got [Wrong Item] instead. No worries at all, this happens occasionally and we have a super simple process to fix it.

We're sending out your correct item today with express shipping, and you should have it by [Date].

As for the wrong item you received, you can either:

- Send it back using the prepaid label we're emailing you
- Keep it as our apology (if it's something you might use)

Either way works for us! We just want to make sure you get what you actually ordered without any hassle.

Sorry again for the mix-up, and thanks for being so cool about it!

Cheers,

[Name]

Fulfillment Team

[Company Name]

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