**To**

**[The Recipient Name]  
[Designation]  
[Company Name]**

**Subject: Apology for improper shipping at [X]**

Respected Mr. ABC,

This letter is being written regarding your order number A998 which was placed by you on 16th July 20XX. We received a complaint from you on 25th July 20XX that we have sent you the wrong product. After processing, it was revealed that we have sent you an improper shipment and our company is feeling remorseful for causing you inconvenience.

Our customers are our top priority, and we always try to make sure that they remain happy and satisfied with our services. We are entitled to make mistakes and sending you a faulty product was merely a mistake. We never intended to do that. We, therefore, request you to please forgive us and give us one chance so that we can take the necessary actions to make up for the mistake.

You are requested to send the wrong product back to us and place another order so that we replace it with the right product. You can also visit our store near you and get the replacement done from there. Make sure that the receipt of the product is with it when you replace the product as the product will not be returned without the receipt.

Should you want to know more about this matter, feel free to contact our customer care representatives. We would love to serve you in the future also.

[Your Name]  
[Designation]  
[Company Name]

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_