**Wrong Product Received Email Template**

*Subject line: Your [Correct Product] Ships [Date/Time]*

*Dear \_\_\_\_,*

*Thank you for contacting us to let us know we sent you the wrong product. We apologize for any inconvenience. We are sending you the correct product, the [name of correct product] and it will be shipped [date it will ship]. We sent it using expedited shipping, so you should receive it [date it should be received].*

*Please return [incorrect product] in the original shipping box and packaging using the attached shipping label and instructions.*

*Please contact us with any additional questions.*

*Best Regards,*

*[Customer Service Manager Name, Title]*

*[Contact Phone Number, website address]*