

WRONG PRODUCT RECEIVED

Subject: *[Customer Name's]* Wrong Product Received

Dear *[customer name]*,

Thank you for bringing this problem to our attention. We are so sorry for any inconvenience this may have caused.

After researching the matter, we found the package didn't arrive because *[the reason the wrong product was received]*.

Option 1: To resolve the issue, we ask that you ship back the incorrect item by following these instructions *[describe how to send it back]*.

Once we receive the *[incorrect product name]*, we will ship out the correct product which you should receive within *[time duration]* days.

Option 2: Since the error was on our end, feel free to keep the *[incorrect product name]*. We've shipped out the correct *[product name]* that we expect to arrive *[estimated arrival date]* and can be tracked using the [tracking number link here](#).

In addition to resolving this issue, we'd like to offer you *[product trial, discount, points, etc]* redeemable through [this link](#). Feel free to reach out using the contact information below if you have any questions, concerns, or something else I can assist with.

[Rep name, job title]

[Phone number, email address]

[Company web address]