

Shipping/Delivery Error - Quick Apology

Subject: We're Sorry - Shipping Error on Order #[Order Number]

Hi [Customer Name],

We're reaching out about your recent order #[Order Number]. Unfortunately, we made a mistake with your shipment: [wrong item sent, wrong address, delayed shipping, damaged package, etc.].

We're really sorry about this! Here's how we're fixing it:

- [Immediate action being taken]
- [Timeline for resolution]
- [Any compensation offered: refund, discount, free shipping, etc.]

You don't need to do anything right now. [If return is needed: We'll send you a prepaid return label via email within 24 hours. If replacement is being sent: Your correct order is being expedited and will arrive by [date].]

We've added [compensation: a \$X credit to your account, a X% discount on your next order, free express shipping] to apologize for the inconvenience.

Thanks for your patience!

[Your Name]

Customer Service Team

[Company Name]

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