**The Customer Received the Wrong Item(s)**

Dear [First name],

I’m so sorry we mixed up your order. I know a mistake like this can be very upsetting, especially at this time of year.

I’ve double checked your original order, and the correct items should arrive tomorrow via [carrier] (tracking number [#]). If you’d like to track the package, here’s the link you can use: [link].

I’ll follow up with you tomorrow to make sure you received the correct items. If you have any questions in the meantime, feel free to contact me directly.

We do have one small favor to ask. Could you please return the unwanted items within the next [#] days? There should be an adhesive prepaid return label inside the box. If not, just click this link, print the form, and attach it to the box. You can drop the box off at any [carrier] location (click here to find the one nearest you).

Once again, [First name], I sincerely apologize for the inconvenience.

Sincerely,

[Agent first name]

[Email/direct phone]