Dear [NAME],

We sincerely apologise for the error that occurred with your order. I understand how distressing this blunder is to you.

Our goal is to have perfect order fulfilment rates, and while we don't always succeed, we do our best to avoid errors.

We've prioritised your order to ensure the fastest possible delivery of the correct items. Here is the link you can use to monitor the shipment's progress: [link]. In the meantime, please feel free to get in touch with me directly if you have any further inquiries.

The only other thing we need is a favour. If possible, I'd appreciate it if you could send back the unwanted items within [days].

A prepaid return label that sticks to the box's surface should be included.

Once again, we appreciate your patience and help while we work to correct this mistake.

Sincerely,

([YOUR SIGNATURE HERE])