

Instruction: This is a model letter. Adapt to fit your facts and circumstances.

Return address:  
Name  
Address Line 1  
Address Line 2  
City, State Zip Code

Date

Name  
Company  
Address Line  
City, State Zip Code

Re: Apology for Over-Shipment

Dear :

I apologize for shipping 589 cases of mugs to your store. I misread your order and instead of sending out five cases of 8-9 boxes, I instead sent a significant over-shipment to your company. We will not hold {name of company} responsible for this mistake. I have scheduled a pick-up of the excess merchandise for date at approximately time. Your account was corrected and your balance reflects this change.

Once again, I apologize for this error. Thank you for your understanding in this manner. If you have any questions or concerns, please do not hesitate to contact me.

Sincerely,

N A M E