

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: Follow Up on Duplicate Order

Dear :

We apologize for duplicating your order. You may ship back the duplicated order at no cost to yourself. When we have received the shipment, we will credit your account.

Once again, we apologize for this inconvenience.

Sincerely,

N A M E