

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

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

Re: Apology and Proposal on Overshipped Merchandise

Dear :

We apologize for sending you 200 cases of push-pins. We misread the original order of 20 cases and instead sent 200. We know that this is many push-pins and you are concerned of what to do with this overshipment. We will gladly pay for the shipping and handling to have these shipped back to our warehouses.

Please contact us at your earliest convenience regarding this order. Once again, we apologize for any inconveniences this may have caused. Thank you for shopping with us.

Sincerely,

N A M E