



Address of the Sender

Email Address of the Sender

Date

Name of Receiver

Address of the Receiver

Subject: Thank You for your patience

Dear \_\_\_\_\_ (Name of the Recipient)

We want to thank you for showing support and keeping patience while your query/ case was under review of our team. As stated in your complaint email, you have received the wrong product. We apologize for the trouble and inconvenience caused.

We would like to inform you that we have dispatched the correct product to your delivery address and it will reach you by XXXX (Date). The order tracking link has been sent to your registered email address and contact number.

We want to thank you for your patience and understanding. Apologies again for the issues. We will ensure that such mistakes do not happen in future.

Sincerely,

(Signature)

Sender's Full Name