

# Acknowledging Customer Concerns in an Adjustment Letter

[Your Company Name]

[Your Company Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Customer's Name]

[Customer's Address]

[City, State, Zip Code]

Subject: Acknowledgment of Your Concerns and Adjustment to Your Order

Dear [Customer's Name],

I hope this letter finds you well. We sincerely appreciate your business and the trust you have placed in [Your Company Name]. I am writing to acknowledge the concerns you raised regarding your recent order number [Order Number].

Your feedback is invaluable to us, and we want to assure you that we take your concerns seriously. After careful review, it has come to our attention that [briefly describe the nature of the issue, e.g., wrong item shipped, incorrect quantity, etc.]. We understand the inconvenience and frustration this may have caused, and for that, we extend our sincerest apologies.

To address your concerns, we have initiated the following adjustments:

1. **Reshipment of Correct Item:** We have processed a new shipment for the correct item, and it is expected to reach you by [insert estimated delivery date].
2. **Refund Process:** If applicable, we are initiating a refund for the incorrect item or any additional charges incurred due to the error. Please allow [insert expected timeframe] for the refund to reflect in your account.
3. **Return Process (if applicable):** If the incorrect item needs to be returned, we will provide a prepaid shipping label, and our team will assist you through the return process. Detailed instructions will be included in a separate email.

We understand that your satisfaction is paramount, and we appreciate your patience as we work to resolve this matter. Your concerns have been shared with our team, and we are taking steps internally to prevent similar issues in the future.

If you have any further questions or concerns, please do not hesitate to contact our customer service at [Customer Service Contact Information]. We value your feedback and are committed to ensuring a positive experience with [Your Company Name].

Thank you for bringing this to our attention, and we sincerely apologize for any inconvenience caused.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]