lovetoknow
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Company Name

Date

Customer Name
Street Address
City, State Zip Code

Dear Customer Name,

I am reaching out today to offer my sincere apologies for the miscommunication that occurred regarding the delivery date for your order. I can certainly understand that our representative' use of the phrase "next Wednesday" could be interpreted to mean the Wednesday immediately following order placement on Monday rather than the Wednesday of the following week.

We strive to clearly communicate expected shipping and arrival dates, but in this case the employee with whom you spoke did not provide a specific date. As a result of this situation, we have implemented a policy requiring employees to provide customers with specific dates when discussing expected delivery timeframes. I am so sorry for any inconvenience caused by the lack of clarity that led to this miscommunication. We will provide a full refund for the order that arrived later than you expected.

Thank you so much for letting us know about the situation and providing us with an opportunity to make things right. We value your business and appreciate your feedback. Please feel free to contact me at 111-222-3333 or service@youremail.com with any concerns that may arise in the future. We look forward to continuing our relationship and hope we can serve you again soon.

Sincerely,

Name
Title

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