[Sender Name]

[Sender Designation]

[Company Name]

[Name of Recipient]

[Address of Recipient]

Date:

**Subject: Response Letter to a Customer Complaint**

Dear Sir/Madam,

I am writing this letter in response to your complain on [mention date] regarding your parcel. I truly feel embarrassed that due to our staff’s negligence, a wrong order got delivered to you by mistake. For that, I sincerely apologize to you and within [mention number of days], your actual order will be delivered to you.

Furthermore, I have instructed the branch manager to provide you 50% refund. I hope so that you will forgive us for this mistake.

Sincerely Yours,

[Sender Name]

[Sender Designation]

[Sender Signature]