[DATE]

Contact Name

Address

Address2

City, State/Province

Zip/Postal Code

**RE: APOLOGY FOR OVERSHIPMENT**

Dear [CONTACT NAME],

We are currently investigating what went wrong with your order [ORDER NUMBER]. Please accept our apology for shipping merchandise in excess of your purchase order.

Please note that we have adjusted your account to correct this error and have arranged for [DELIVERY SERVICE] to pick up the excess merchandise on [DATE] at your facility [ADDRESS].

We apologise for any inconvenience this may have caused you and are most appreciative of your cooperation and understanding in this matter. Please do not hesitate to contact me should you have any questions.

Kind Regards,

[YOUR NAME]

[YOUR TITLE]

[YOUR PHONE NUMBER]

[YOUREMAIL@YOURCOMPANY.COM]