

[Your Name]  
[Your Position]  
[Your Company Name]  
[Company Address]  
[City, State, Zip Code]  
[Email Address]  
[Phone Number]  
[Date]  
[Recipient Name]  
[Recipient Position]  
[Recipient Company Name]  
[Recipient Address]  
[City, State, Zip Code]

Dear [Recipient Name],

Subject: Explanation Regarding Shipment Error

I am writing to address the recent shipment error that occurred on [date of shipment]. We understand the importance of accurate and timely deliveries, and we sincerely apologize for any inconvenience this may have caused.

The error occurred due to [brief explanation of the reason for the error, e.g., incorrect labeling, miscommunication, etc.]. As a result, [describe the impact of the error, e.g., wrong items sent, delays in delivery, etc.].

To rectify this situation, we have taken the following steps:

1. [Step 1 - e.g., immediate reshipment of the correct items]
2. [Step 2 - e.g., a thorough review of our shipping process]
3. [Step 3 - e.g., additional training for staff]

We are committed to ensuring that this issue does not occur again in the future. As a gesture of goodwill, we would like to offer [mention any compensation, if applicable, e.g., a discount on future orders, free shipping, etc.].

Thank you for your understanding and patience in this matter. Please feel free to reach out to me directly at [your phone number] or [your email address] if you have any further questions or concerns.

Sincerely,

[Your Signature (if sending a hard copy)]  
[Your Printed Name]  
[Your Position]  
[Your Company Name]