[First and last name]

[Postal address]

[telephone number + email address]

[Company name]

[Address of the company]

[Place, date]

**Concerns:** Order or invoice number [Choose the section that applies to your situation and specify the reference] – delivery of the wrong product

Dear Sir/Madam,

On [date], I purchased [online] from your shop a [description of the product] for the amount of [amount] euros.

On [date], I received an item other than the one ordered. Indeed, the product sent is [description of the product]. The product you have delivered is therefore not in accordance with our purchase agreement.

I hereby request that you send me the correct product free of charge within 7 days from [date of letter]. For my part, I can return the product received at your expense.

Kind regards,

[Your name]