To: Bethany

Subject: Our sincere apology

We are so sorry for the incorrect items you have gotten and the amount of disappointment and frustration that we have caused you. At Harringtons, we always try to give our best to everyone but, unfortunately this time, we made a mistake. Do not worry we our team and I will make this right.

After looking into your order, we have realised that we have swapped your order with another person also named Bethany. You have their items and they have your items. One of my team members had noticed the same first name and mixed up the items. We understand how important it is for our customers to receive the correct items. Next time we promise we will not do such a thing ever again and we mean it.

You can keep all the things you have incorrectly and since you are a member, you get a $50 gift card as a token of our apology. Further more you can get your items for free and for the amount you have sent, you get a full refund. We will contact you about when can you get your groceries within at least 3 business days and the delivery is also free.

In order to make th