

# Adjustment Letter for Retail Purchase Overcharge and Refund

[Your Company Letterhead]

Date: [Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for contacting us regarding your recent purchase from [Store Name]. We appreciate the opportunity to address your concerns.

After carefully reviewing your transaction dated [Date of Purchase], we have confirmed that you were inadvertently overcharged for [product(s)/service(s)] by [\$Amount]. Please accept our sincere apologies for this error and any inconvenience it may have caused.

We have corrected the billing error and a refund of [\$Amount] has been processed to your original method of payment. You should see the credited amount within [X] business days.

At [Store Name], we are committed to providing transparent and fair service. Should you have any additional questions or require further assistance, please feel free to contact us at [Phone Number] or [Email Address].

Thank you for bringing this matter to our attention and for your continued patronage.

Sincerely,

[Your Name]

[Your Job Title]

[Store Name]