

Your Company Name
Your Address Line 1
Your Address Line 2
City, State ZIP
Email: info@yourcompany.com
Phone: (123) 456-7890

Date: [Insert Date]

[Customer Name]
[Customer Company Name, if applicable]
[Customer Address Line 1]
[Customer Address Line 2]
[City, State ZIP]

Subject: Response to Incorrect Product Billing – Invoice #[Invoice Number]

Dear [Customer Name],

Thank you for bringing to our attention the issue regarding the incorrect billing on your recent invoice # [Invoice Number] dated [Invoice Date]. We greatly value your business and sincerely apologize for any inconvenience or confusion this error may have caused.

Upon careful review, we have confirmed that an error occurred in the billing of [specify product/service], resulting in an inaccurate charge. Please be assured that we take such matters seriously and are committed to resolving discrepancies promptly and accurately.

Corrective Actions Taken:

- We have investigated and identified the root cause of the billing error.
- An immediate adjustment has been made to your invoice. The corrected invoice reflecting the accurate charges is attached with this letter.
- Any overpayment resulting from the error will be refunded to your original method of payment, or applied as a credit to your account, as per your preference.
- We have implemented additional checks in our billing process to prevent similar issues from recurring in the future.

We appreciate your understanding and patience as we rectify this mistake. If you have any further questions or require additional assistance, please do not hesitate to contact our billing department at (123) 456-7890 or billing@yourcompany.com.

Thank you for your continued trust in [Your Company Name]. We are committed to providing you with the highest level of service and accuracy in every transaction.

Sincerely,

[Your Name]
[Your Position]
[Your Company Name]