

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

Thank you for bringing to our attention the recent overcharge concerning your returned merchandise, Invoice #[Invoice Number], dated [Date of Original Transaction]. We sincerely apologize for any inconvenience this may have caused.

Upon reviewing your return and our billing records, we discovered that you were indeed overcharged by \$[Amount Overcharged]. The error occurred due to [briefly explain cause if known, e.g., a processing oversight].

We have promptly reversed the overcharged amount, and a refund of \$[Amount Overcharged] has been processed to your original payment method. You should see this adjustment reflected in your account within [Number of Days] business days. Attached, please find a revised statement for your records.

At [Your Company Name], we are committed to providing honest and accurate service to our valued customers. We greatly appreciate your patience and understanding while we resolved this issue.

Should you have any further questions or concerns, please do not hesitate to contact us at [Customer Service Phone Number] or [Customer Service Email].

Sincerely,

[Your Name]

[Your Position]

[Company Name]