

Adjustment Letter Sample for Billing Error on Order

Date: [Insert Date]

To:

[Customer Name]
[Customer Address]
[City, State, ZIP Code]

Dear [Customer Name],

Subject: Correction of Billing Error on Order #[Order Number]

Thank you for bringing the recent billing discrepancy on your order #[Order Number] to our attention. We sincerely apologize for any inconvenience this may have caused.

Upon reviewing your account, we discovered that the billing error occurred due to [briefly explain the cause of the error, e.g., duplicate charge, incorrect amount]. We have taken immediate steps to rectify the situation as follows:

- A credit of [specify amount] has been applied to your account.
- A corrected invoice (attached) has been issued for your records.
- [Any other corrective action, e.g., refund issued, payment adjusted].

We deeply value your trust and loyalty as our customer, and we are committed to maintaining accurate and transparent billing practices. If you have any further questions or concerns, please do not hesitate to contact us at [Customer Service Phone Number] or [Customer Service Email Address].

Thank you for your understanding and for giving us the opportunity to correct this error.

Sincerely,

[Your Name]
[Your Position]
[Company Name]
[Company Contact Information]