

Date: [Insert Date]

To:

[Customer Name]

[Customer Address]

[City, State, ZIP]

Subject: Apology and Adjustment for Accidental Overcharge

Dear [Customer Name],

We are writing to sincerely apologize for a recent billing error on your account. Upon review, we discovered that, due to an administrative oversight, you were inadvertently overcharged on your recent invoice dated [Invoice Date], invoice number [Invoice Number].

We understand and regret any inconvenience this may have caused you. As soon as the error came to our attention, we conducted a thorough investigation and have taken immediate corrective measures to prevent such occurrences in the future.

Please be assured that we have already processed a refund of the overcharged amount of **[Overcharge Amount]** to your original method of payment. You should see this adjustment reflected in your account within [number of days] business days. Enclosed, please find a revised statement for your records.

As a gesture of our goodwill and in appreciation of your continued trust, we would like to offer you **[Description of Compensation, e.g., a discount, gift card, or credit]**. We hope that this will, in some small way, compensate for the inconvenience you experienced.

At [Your Company Name], we are committed to maintaining the highest standards in our services and ensuring our customers are always treated fairly and respectfully. Should you have any further questions or require assistance, please do not hesitate to contact us at [Contact Information].

Thank you for your understanding and patience regarding this matter. We greatly value your business and look forward to serving you in the future.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Contact Information]