

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

Thank you for bringing to our attention the recent issue regarding an overcharge on your account. We sincerely apologize for any inconvenience this may have caused and appreciate the opportunity to address your concerns.

After carefully reviewing your account and the details of your transaction, we have confirmed that an error occurred that resulted in an overcharge. Please accept our apologies for this oversight.

To rectify this situation, we have processed a prompt refund of the overcharged amount, which should appear on your account within the next [number] business days. Enclosed/attached you will also find documentation confirming this refund transaction for your records.

We understand how important accurate billing is and assure you that steps have been taken to prevent similar issues in the future. Your trust and satisfaction are extremely important to us, and we are committed to providing you with the highest level of service.

If you have any further questions or if there is anything else we can do to assist you, please do not hesitate to contact our customer support team at [phone number] or [email address].

Thank you again for your valuable feedback and for giving us the opportunity to correct this error.

Sincerely,

[Your Name]

[Your Title/Position]

[Your Company Name]