

Adjustment Letter Example: Duplicate Payment Issue

[Your Company Letterhead]
[Company Name]
[Company Address]
[City, State, ZIP Code]
[Phone Number]
[Email Address]

[Date]

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

Dear [Customer Name],

We appreciate your continued business with [Company Name]. Upon a recent review of your account, we have identified that a duplicate payment of **[amount]** was received on **[date]** for invoice number **[invoice number]**.

Please accept our apologies for any inconvenience this may have caused. To promptly resolve this matter, we will **[issue a refund to your original payment method/provide a credit to your account]** for the duplicate amount within the next [number] business days. Please find the attached transaction details for your records.

Should you have any questions, or if you require further assistance, please do not hesitate to contact our accounting department at [phone number] or [email address].

Thank you for your attention to this matter and for your valued partnership with [Company Name]. We are committed to ensuring the accuracy of your financial transactions and look forward to serving you in the future.

Sincerely,
[Your Name]
[Your Title]
[Company Name]