

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Subject: Apology for Billing Error

We sincerely thank you for bringing to our attention the recent billing error regarding your account (Invoice No: [Insert Invoice Number]). Please accept our deepest apologies for any inconvenience or frustration this may have caused.

Upon reviewing your concern, we discovered that the error occurred due to [briefly explain the cause, e.g., a data entry oversight/an internal system miscalculation]. Please be assured that we have rectified the mistake, and your account has now been updated to reflect the correct charges.

We have taken the following actions to resolve this issue promptly:

- The incorrect charge has been reversed/adjusted.
- An updated invoice is enclosed for your reference.
- Our billing department has reviewed your account to ensure there are no further discrepancies.

At [Your Company Name], we are committed to maintaining transparent, accurate billing practices and value your trust in our business. We have implemented additional checks to help prevent such errors from occurring in the future.

Please accept our sincerest apologies once again. If you have any further questions or require additional assistance, feel free to contact me directly at [Your Phone Number] or [Your Email Address]. We appreciate your understanding and continued partnership.

Yours sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]