

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP]

Subject: Adjustment for Overcharged Bill – Proposed Resolution

Dear [Customer Name],

We sincerely appreciate your business and thank you for bringing to our attention the discrepancy in your recent bill (Invoice No: [Insert Invoice Number], dated [Insert Date]). After a thorough review of your account, we have identified an overcharge of [Insert Amount] caused by [briefly explain the reason for the overcharge, e.g., a clerical error, incorrect pricing, etc.].

We apologize for any inconvenience this may have caused. To resolve this issue, we will take the following corrective actions:

- Issuing a refund of [Insert Amount] to your original method of payment within [Insert Time Frame],
- Providing a credit of [Insert Amount] to your account, which will be reflected in your next billing cycle, or
- Sending you a revised invoice with the corrected amount for your records.

Please let us know if you prefer an alternative resolution or if you have further questions regarding this adjustment.

Maintaining your trust and satisfaction is of utmost importance to us. Thank you for your understanding and for allowing us the opportunity to correct this error. Should you require any further assistance, please feel free to contact our customer service team at [Customer Service Contact Information].

We value your continued patronage and look forward to serving you in the future.

Sincerely,

[Your Name]

[Your Title/Position]

[Company Name]

[Phone Number]

[Email Address]