

Date: [Insert Date]

Customer Name: [Insert Customer's Name]

Address: [Insert Address]

Dear [Customer's Name],

Subject: Account Adjustment and Refund Timeline Notification

We would like to inform you of an adjustment recently made to your account/transaction with [Company Name]. Our records indicate that the original transaction on [Transaction Date] (Order/Invoice #[Order Number]) required correction due to [briefly explain reason, e.g., an overcharge, duplicate payment, or other discrepancy].

Upon reviewing your concern, we have taken the following steps to resolve the issue:

- Verified the transaction details and identified the error.
- Processed the necessary adjustment to your account/transaction.
- Initiated a refund for the affected amount of **[Refund Amount]**.

Please note, the refund has been processed on [Refund Process Date], and according to our banking partners, it may take **[X to Y business days]** to reflect in your original payment method, depending on your financial institution's processing times.

We value your relationship with [Company Name] and strive to provide transparent and prompt service. If you have questions or need further assistance, please contact us at [Customer Service Email/Phone].

Thank you for your understanding and patience during this process.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Contact Information]