

Sample Letter with Business Apology for Mistake in Billing

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

We are writing to sincerely apologize for the recent mistake in your billing statement dated [date of statement]. At [Your Company Name], we strive to maintain accurate records and provide our customers with prompt and reliable service. Unfortunately, an error occurred that resulted in an incorrect charge on your account.

Upon conducting a thorough review, we identified the billing discrepancy as follows: [briefly explain the nature of the error, e.g., an incorrect amount charged, duplicate charge, wrong item billed, etc.]. We appreciate you bringing this matter to our attention, and we understand the inconvenience and frustration such errors can cause.

Please be assured that we have already corrected the error in your account. The following actions have been taken:

- Your account has been adjusted to reflect the correct amount.
- A revised invoice/statement has been sent to you.
- Please disregard the previous invoice/statement.
- If any payment has been made in excess, a refund will be processed within [number of days] business days.

We deeply value your business and your trust. To help make up for this inconvenience, we are pleased to offer you [optional: discount, credit, or other gesture if applicable].

Please accept our sincere apologies for this oversight. If you have any further questions or concerns, please do not hesitate to contact our billing department at [billing department phone number] or [email address].

Thank you for your understanding and for giving us the opportunity to rectify this situation.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]