

Sample Adjustment Letter: Billing Error Compensation Offer

Date: [Insert Date]

Dear [Customer Name],

We appreciate your continued business with [Company Name] and the opportunity to serve you. We are writing to address a recent billing discrepancy you brought to our attention on your account, invoice #[Invoice Number], dated [Invoice Date].

Upon thorough review, we have identified an error in your recent bill which resulted in an overcharge of [Specify Amount/Details]. We sincerely apologize for any confusion or inconvenience this may have caused.

As a gesture of our commitment to customer satisfaction and to rectify this mistake, we have:

- Issued a credit of [Credit Amount] to your account.
- Processed a refund of [Refund Amount], which should appear on your statement within [Number] business days.
- Included a [Discount/Compensation Offer, e.g., "a 10% discount on your next bill as a token of our apology"] to ensure your continued satisfaction.

We have also taken steps to prevent similar errors in the future by [Briefly Mention Steps Taken, e.g., "updating our billing system and providing additional staff training"].

Thank you for notifying us of this issue and allowing us the opportunity to correct it. If you have any further questions or require additional assistance, please do not hesitate to contact our customer care team at [Customer Service Phone Number] or [Customer Service Email].

We value your business and look forward to continuing to serve you.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]