

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Subject: Response to Your Double Payment Inquiry

Dear [Customer Name],

Thank you for reaching out and bringing the double payment concern to our attention. We sincerely apologize for any inconvenience this may have caused.

We have carefully reviewed our payment records regarding your account (Invoice/Reference No.: **[Insert Number]**) and confirm that we did indeed receive two payments for the same transaction on **[Insert Date(s)]**.

To promptly resolve this issue, we are initiating a refund of the duplicate payment in the amount of **[Insert Amount]**. The refund will be processed to your original payment method within **[Insert Timeframe, e.g., 5-7 business days]**. A confirmation email will be sent to you as soon as the refund has been completed.

If you have any questions or require further assistance, please do not hesitate to contact us at [\[support email\]](#) or call us at [Customer Service Phone Number].

Again, we apologize for the inconvenience and sincerely appreciate your prompt notification of this matter. Thank you for your continued trust in [Your Company Name].

Kind regards,

[Your Name]

[Your Title/Position]

[Your Company Name]

[Contact Information]