

Apology Letter for Wrong Billing Amount Charged

Date: [Insert Date]

To,
[Customer Name]
[Customer Address]
[City, State, ZIP Code]

Subject: Apology for Incorrect Billing Amount

Dear [Customer Name],

We sincerely apologize for the inconvenience caused due to an error in the billing amount on your recent invoice (Invoice Number: [Insert Invoice Number], dated [Insert Date]).

Upon reviewing our records, we discovered that you were charged an incorrect amount due to [briefly explain reason, if appropriate, e.g., a technical error, data entry mistake, etc.]. We take full responsibility for this mistake and deeply regret any confusion or inconvenience it may have caused.

Please be assured that we have corrected the error, and a revised invoice is attached for your reference. If a payment was made based on the incorrect invoice, the surplus amount will be refunded immediately, or the balance will be adjusted in your next billing cycle, as per your preference.

At [Your Company Name], we value your trust and are committed to providing transparent and accurate billing services. The concerned department has been notified, and additional measures have been implemented to prevent such occurrences in the future.

Should you require any further clarification or assistance, please do not hesitate to contact us at [Contact Information] or reply to this email.

Once again, please accept our sincerest apologies for this oversight. We appreciate your understanding and continued patronage.

Yours sincerely,
[Your Name]
[Your Position]
[Company Name]
[Contact Information]