

**Date:** [Insert Date]

**To:** [Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

We are writing to formally address a recent discrepancy regarding your invoice #[Invoice Number], dated [Invoice Date]. It has come to our attention that you were inadvertently billed an amount exceeding the originally agreed price for [Product/Service Description]. We sincerely apologize for this error and for any inconvenience it may have caused you.

Upon reviewing your account, we discovered that you were charged \$[Overcharged Amount] instead of the correct amount of \$[Correct Amount]. This overcharge occurred due to [briefly explain cause, e.g., a system error, miscommunication, etc.].

To rectify this, we have enclosed the corrected invoice reflecting the accurate amount. Additionally, we have processed a refund/credit of \$[Refund/Credit Amount] to your account. You can expect to receive this refund via [refund method, e.g., original payment method, store credit] within [number] business days.

We value your business and are committed to providing you with the best possible service. Please let us know if you have any further questions or require additional assistance. Thank you for your understanding, and we appreciate your continued trust in our company.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Contact Information]