

Adjustment Letter Sample for Duplicate Order Charged

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

We sincerely apologize for any inconvenience caused by the recent duplicate charge on your order #[Order Number] placed on [Order Date]. At [Company Name], we strive to maintain the highest standards of service and regret that this error occurred.

Upon investigating your account, we confirmed that you were inadvertently billed twice for the same purchase. Please be assured that this was due to a processing error, and we have taken immediate steps to correct the mistake.

We have initiated a refund of the duplicate charge in the amount of \$[Refund Amount] to your original payment method. Depending on your bank's policies, you should see this credit reflected on your statement within [Time Frame, e.g., 5-7 business days]. If you have any questions or do not receive the refund within this period, please contact us directly at [Customer Service Phone Number] or [Customer Service Email].

We value your trust and appreciate your understanding. Thank you for bringing this matter to our attention, and please accept our sincere apologies. We look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Title]

[Company Name]