

[Your Company Letterhead]

Date: [Insert Date]

[Customer Name]

[Customer Company Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

Thank you for bringing to our attention the recent overcharge on invoice number [Invoice Number], dated [Invoice Date]. We sincerely apologize for any inconvenience this may have caused and appreciate the opportunity to address your concerns.

Upon receiving your request, our accounting team promptly reviewed the invoice and the related transactions. We have verified that an overcharge of [Amount] did occur due to [briefly explain cause if known, e.g., a clerical error, incorrect pricing, etc.].

To correct this error, we have processed a refund of [Refund Amount] to your original payment method. You should see the refund reflected within [number of days] business days. Alternatively, if you prefer, we can apply this amount as a credit to your account, to be used against future transactions. Please let us know your preference.

At [Your Company Name], we are committed to transparent billing practices and your satisfaction is our top priority. We value your business and trust, and we appreciate your understanding as we work to resolve any discrepancies quickly and fairly.

If you have any further questions or need additional assistance, please do not hesitate to contact our customer service team at [Customer Service Phone/Email].

Thank you for giving us the opportunity to correct this matter. We look forward to continuing our positive business relationship.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Contact Information]