

Date: [Insert Date]

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

Dear [Customer Name],

We are writing to address a recent issue regarding an overcharge on your transaction dated [transaction date], invoice number [invoice number]. After a thorough review, we discovered that an error occurred during the billing process, resulting in an overcharge of [specify amount].

Please accept our sincerest apologies for any inconvenience or confusion this may have caused. Ensuring our customers receive accurate charges and excellent service is our top priority, and we deeply regret this oversight.

As a corrective measure, we have promptly processed a refund for the overcharged amount of [specify amount] to your original payment method. You should see this reflected in your account within [number] business days.

Additionally, as a token of our goodwill and commitment to your satisfaction, we are pleased to offer you a credit of [credit amount or details] on your next purchase with us. This credit will be automatically applied to your account and can be redeemed at any time within the next [timeframe, e.g., 6 months].

We value your business and appreciate your understanding as we continually strive to improve our services. If you have any further questions or require additional assistance, please do not hesitate to contact us at [customer service phone number] or [email].

Thank you for giving us the opportunity to correct this matter. We look forward to serving you again soon.

Sincerely,  
[Your Name]  
[Your Title]  
[Your Company Name]  
[Company Phone Number or Email]