

Date: **[Insert Date]**

[Customer Name]

[Customer Address Line 1]

[Customer Address Line 2]

[City, State, ZIP Code]

Subject: **Adjustment Letter with Credit Note for Duplicate Billing**

Dear [Customer Name],

We hope this message finds you well. We are writing to bring to your attention a recent error identified in your billing statement for invoice number **[Insert Invoice Number]** dated **[Insert Date]**. Due to an inadvertent system error, your account was charged twice for the same product/service: **[Product/Service Name]** on **[Date of Transaction]**.

Please accept our sincerest apologies for any inconvenience this duplicate billing may have caused. We understand the importance of accurate and transparent billing, and we are committed to correcting this issue promptly.

Credit Note Details:

Credit Note Number: **[Credit Note Number]**

Amount Credited: **[\$[Amount]]**

Date Issued: **[Credit Note Date]**

Reason: **Duplicate billing for invoice #[Insert Invoice Number]**

The above credit has been processed and applied to your account. This adjustment will appear on your next statement. No further action is required from your side.

We value your business and appreciate your understanding and patience as we resolved this matter. Should you have any further questions or require additional assistance, please feel free to contact our billing department at [Contact Information].

Thank you for your continued trust in [Your Company Name].

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Email Address] | [Phone Number]