

Apology Letter for Overcharging Customer in Invoice

[Your Company Letterhead]

Date: [Insert Date]

Customer Name: [Customer's Name]

Address: [Customer's Address]

Email: [Customer's Email]

Dear [Customer's Name],

We hope this message finds you well. On behalf of [Your Company Name], I would like to sincerely apologize for the error that occurred in your recent invoice (Invoice No: [Insert Invoice Number]), dated [Invoice Date].

After reviewing your account, we discovered that you were inadvertently overcharged due to [brief explanation of the cause, e.g., a technical oversight or data entry error]. Please rest assured that this was an unintentional mistake and does not reflect our commitment to providing accurate and transparent billing.

To resolve this issue, we have taken the following steps:

- We have issued a corrected invoice reflecting the accurate charges.
- A refund/credit of [amount] has been processed to your account. (Refund Reference: [Refund Reference Number], if applicable)
- [Any additional action, if applicable]

We truly value your trust and continued partnership. We are reviewing our internal processes to ensure such errors do not occur in the future. Thank you for bringing this to our attention and giving us the opportunity to correct it.

If you have any questions or require further clarification, please do not hesitate to contact us at [Contact Information].

Once again, please accept our sincerest apologies for any inconvenience caused.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Details]