

Business Apology Letter for Billing Error

A **business apology letter for billing error** is a professional communication sent by a company to a customer acknowledging and rectifying a mistake in the billing process. It expresses regret for any inconvenience caused, clarifies the nature of the error, and outlines the steps taken to correct the issue. Including a sample in the letter helps demonstrate sincerity and transparency, fostering trust and maintaining a positive customer relationship despite the error.

Sample Business Apology Letter for Billing Error

[Your Company Letterhead]

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

Dear [Customer Name],

We are writing to sincerely apologize for a recent error identified on your account regarding your invoice dated [Invoice Date], reference number [Invoice Number]. Upon careful review, we discovered that you were incorrectly billed, and we understand that this may have caused confusion or inconvenience.

We deeply regret this oversight and want to assure you that the error was unintentional. The issue occurred due to [briefly explain the cause, e.g., a data entry mistake/system issue], and we have already taken steps to prevent this from happening again.

To rectify the situation:

- The incorrect amount has been reversed from your account.
- A corrected invoice is enclosed with this letter for your records.
- [Any additional steps taken, e.g., refund processing, extension of payment due date].

Please accept our sincerest apologies for any inconvenience this may have caused. We truly value your business and appreciate your understanding. If you have any questions or concerns, please feel free to contact us at [Customer Service Phone Number] or [Customer Service Email].

Thank you for your continued trust in [Your Company Name]. We look forward to serving you better in the future.

Sincerely,
[Your Name]
[Your Title]
[Your Company Name]