

Date: [Insert Date]

Customer Name: [Insert Customer Name]

Order Number: [Insert Order Number]

Address: [Insert Customer Address]

Dear [Customer Name],

We sincerely appreciate your recent purchase with [Your Company Name]. We are writing to inform you of an important update regarding your recent online order (Order #[Insert Order Number]).

During a routine audit of our transaction records, we identified an inadvertent overcharge on your purchase. Please accept our apologies for any inconvenience this may have caused. At [Your Company Name], we are committed to maintaining a transparent and customer-focused shopping experience.

As a correction, we have processed an adjustment to refund the overcharged amount of **[Insert Overcharged Amount]** back to your original method of payment. You should expect to see this adjustment reflected in your account within [Insert Refund Timeframe].

Additionally, as a gesture of our appreciation for your understanding, we are pleased to offer you a voucher valued at **[Insert Voucher Value]**. This voucher can be redeemed on your next purchase at [Your Company Website/Store] and is valid until [Insert Expiry Date]. To redeem your voucher, simply enter the following code during checkout: **[Insert Voucher Code]**.

**Voucher Terms & Conditions:**

- Redeemable on purchases above [Insert Minimum Purchase Amount, if any].
- Valid until [Insert Expiry Date].
- Not exchangeable for cash.
- Single use only.

We value your business and hope this resolution demonstrates our dedication to your satisfaction. Should you have any questions or require further assistance, please contact our Customer Support at [Insert Contact Info].

Thank you for shopping with us and for giving us the opportunity to make this right.

Sincerely,

[Your Name]

[Your Title/Department]

[Your Company Name]

[Your Contact Information]