

# Step-by-Step Adjustment Letter for Software Subscription Billing Error

## Step 1: Begin with Your Contact Information

[Your Name]  
[Your Address]  
[City, State ZIP Code]  
[Email Address]  
[Phone Number]  
[Date]

## Step 2: Add the Service Provider's Contact Information

Billing Department  
[Software Company Name]  
[Company Address]  
[City, State ZIP Code]

## Step 3: Subject Line (if sending via email)

Subject: Request for Billing Adjustment - Account #[Your Account Number]

## Step 4: Greeting

Dear [Billing Customer Service/Specific Contact Name],

## Step 5: Clearly State the Purpose of Your Letter

I am writing to bring to your attention an error in the billing of my software subscription account #[Your Account Number].

## Step 6: Specify the Billing Error and Provide Relevant Details

On [date of erroneous charge], I was charged [incorrect amount], whereas my subscription plan indicates a [correct amount]. Below are the details of the transaction:

- Date of transaction: [Date]
- Amount charged: [Incorrect Amount]
- Invoice/reference number: [If available]

## Step 7: Request for Correction or Refund

I respectfully request a prompt adjustment and refund of the overcharged amount. Please confirm receipt of this letter.

## Step 8: Attach Supporting Documentation

[Enclosed/Attached: Copy of relevant bill, screenshot of my account, payment confirmation, subscription plan details]

## Step 9: Close with a Thank You and Contact Information

Thank you for your prompt attention to this matter. Please contact me at [your phone number] or [your email address].  
Sincerely,  
[Your Name]