

# Apology Letter with Compensation Offer for Billing Error

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP]

Dear [Customer Name],

We are writing to sincerely apologize for the recent billing error on your account, which was brought to our attention on [Date or Description of Issue]. At [Your Company Name], we take pride in delivering high-quality service, and we regret that we have fallen short of those standards in this instance.

Upon thorough review, we discovered that [briefly explain the nature of the billing error, e.g., "you were overcharged for your last purchase due to a system error"]. We understand that such mistakes can cause unnecessary inconvenience and frustration, and for this, we are truly sorry.

As a gesture of our commitment to making this right, we have [explain the corrective action taken, e.g., "reversed the incorrect charge and applied a credit to your account"]. In addition, we would like to offer you [describe compensation, e.g., "a \$25 credit/coupon/refund"] as an expression of our appreciation for your understanding and patience.

Please rest assured that we have implemented additional checks and processes to prevent similar issues in the future. Your satisfaction is very important to us, and we value the trust you place in [Your Company Name].

If you have any further questions or require additional assistance, please feel free to contact our customer support team at [Customer Service Phone Number] or [Customer Service Email].

Once again, we apologize for any inconvenience this may have caused and thank you for giving us the opportunity to resolve this matter.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]