

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP]

Dear [Customer Name],

Thank you for contacting us regarding your recent billing statement. We sincerely apologize for any inconvenience caused by the overbilling on your account. We appreciate your bringing this matter to our attention and value the opportunity to resolve it promptly.

After a thorough review of your invoice # [Invoice Number] dated [Invoice Date], we have identified a billing error that resulted in an overcharge of [Overcharged Amount]. The error occurred due to [brief explanation of the error, e.g., "a system miscalculation in our billing software"]. Please rest assured that we have taken corrective measures to prevent this from happening in the future.

Credit Note Details

Credit Note Number: [Credit Note Number]

Date Issued: [Credit Note Date]

Amount Credited: [Overcharged Amount]

Reason: Overbilling adjustment for invoice # [Invoice Number]

The credited amount will be applied to your account immediately and reflected on your next billing statement. If you have already paid the full invoice, you may choose to have the credited amount refunded or kept as a credit against future transactions-please let us know your preference.

We apologize once again for any inconvenience this may have caused. At [Your Company Name], we highly value your satisfaction and are committed to maintaining transparent and accurate billing practices. If you have any further questions or concerns, please do not hesitate to contact us at [Customer Service Phone Number] or [Customer Service Email].

Thank you for your understanding and for allowing us the opportunity to correct this mistake.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]