

Date: [Insert Date]

**To:**

[Subscriber Name]  
[Subscriber Address]  
[City, State, ZIP Code]

Subject: Refund Adjustment for Subscription Renewal Overcharge

Dear [Subscriber Name],

We are writing to inform you of a billing discrepancy that occurred during your recent subscription renewal for [Service/Product name], account number [Account Number]. During the renewal process, you were inadvertently charged **[Overcharged Amount]** instead of the agreed renewal rate of **[Correct Amount]**.

Our records indicate the following transaction details:

- Date of Charge: [Charge Date]
- Amount Charged: [Overcharged Amount]
- Agreed Renewal Amount: [Correct Amount]
- Overcharged Amount: [Overcharge Difference]

Please accept our sincere apologies for this oversight. We have initiated a refund of the excess amount of **[Overcharge Difference]** to your original payment method. You can expect to see this adjustment reflected in your account within [Time Frame, e.g., 3-5 business days].

Maintaining accurate and transparent billing is one of our top priorities, and we appreciate your prompt attention to this matter. If you have any questions or require further assistance regarding this refund adjustment, please do not hesitate to contact us at [Customer Service Contact Information].

Thank you for your continued trust in [Company Name]. We value your subscription and are committed to providing you with the best service experience possible.

Sincerely,

[Your Name]  
[Your Title/Position]  
[Company Name]  
[Contact Information]