

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Subject: Adjustment for Account Discrepancy Due to Double Billing

Dear [Customer Name],

Thank you for bringing to our attention the recent discrepancy on your account regarding a double billing for [invoice number, product/service, or transaction details].

After thoroughly reviewing your account, we confirm that you were inadvertently charged twice for the same transaction dated [date of the transaction]. We sincerely apologize for this error and any inconvenience it may have caused.

To rectify this issue, we have taken the following action:

- A refund in the amount of [refund amount] has been processed to your original method of payment and should appear on your statement within [number of days] business days.
- A credit in the amount of [credit amount] has been applied to your account and is reflected in your current balance.

We value your business and strive to maintain accurate and transparent records. Please rest assured that we have reviewed our processes to prevent similar incidents in the future.

If you have any further questions or concerns, please do not hesitate to contact our customer service department at [customer service phone number] or [customer service email address].

Thank you for your understanding and for giving us the opportunity to correct this matter.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]