

Adjustment Letter for Correcting Double Payment Mistake

[Your Company Letterhead]

[Date]

[Recipient Name]

[Recipient Address]

[City, State, ZIP Code]

Dear [Recipient Name],

We are writing to bring to your attention a recent transaction concerning your account with us. During our routine account reconciliation, we identified that a double payment was received on [date(s)] for invoice number [invoice number]/account [account number].

We greatly appreciate your prompt payments; however, it appears that an overpayment in the amount of [overpaid amount] was made due to this duplication. We sincerely apologize for any confusion or inconvenience this may have caused.

To rectify this error, we are offering the following options:

- Issue a refund for the duplicate payment amount, which can be processed within [number] business days to your original payment method.
- Apply the excess funds as credit toward your future transactions or outstanding invoices, as per your preference.

Please let us know your preferred method of adjustment by contacting us at [contact information] or simply reply to this letter. Upon your confirmation, we will proceed promptly with your selected option.

We value your business and thank you for your understanding regarding this matter. If you have any questions, please don't hesitate to reach out.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Details]