

Date: [Insert Date]

[Customer Name]
[Customer Address Line 1]
[Customer Address Line 2]
[City, State ZIP Code]

Dear [Customer Name],

Subject: Adjustment for Overcharge and Partial Refund Compensation

We appreciate your business and value the opportunity to serve you. We are writing to address a recent billing discrepancy that occurred on your account with [Company Name] relating to invoice number [Invoice Number], dated [Invoice Date].

Upon careful review, we discovered that you were mistakenly overcharged in the amount of [Overcharged Amount] for [briefly describe goods/services]. We sincerely apologize for any inconvenience or confusion this error may have caused. Please rest assured that we take such matters very seriously and are committed to ensuring a fair and transparent billing process for all our customers.

To promptly resolve this issue, we have processed a partial refund totaling [Refund Amount] to your original payment method. This amount should be reflected in your account within [X] business days. Should you require any supporting documentation, please let us know and we will be happy to provide it.

Additionally, as a token of our commitment to your satisfaction, we are offering [optional: additional compensation, discount, or gesture]. We genuinely value your trust and are taking steps to prevent future occurrences, including [briefly outline corrective measures if applicable, e.g., staff training, system updates].

If you have any questions or need further assistance, please feel free to contact our customer service department at [Phone Number] or [Email Address].

Thank you for bringing this matter to our attention and for your continued patronage.

Sincerely,

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