

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We sincerely apologize for the inconvenience caused due to a duplicate charge on your account for [product/service name] dated [transaction date]. Upon reviewing your account, we discovered that you were inadvertently billed twice for the same transaction.

Please rest assured that we have immediately initiated a refund for the duplicate amount of [amount], which should reflect in your account within [number of days] business days. Additionally, we have taken steps to ensure your account balance is accurate and that similar errors do not occur in the future.

At [Your Company Name], we take such matters very seriously and are committed to providing our customers with the highest standard of service. Your satisfaction is important to us, and we appreciate your patience and understanding regarding this matter.

If you have any further questions or require additional assistance, please feel free to contact our customer service team at [contact information]. We value your patronage and look forward to continuing to serve you.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]