

Date: [Insert Date]

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

Dear [Customer Name],

Subject: Apology and Refund for [Order/Invoice Number]

We sincerely apologize for the inconvenience caused by [briefly describe the issue, e.g., the incorrect item you received or the overcharge on your recent order]. At [Company Name], we take great pride in ensuring our customer's satisfaction; regrettably, we did not meet these expectations in this instance.

To correct this situation, we are issuing you a refund. Please see below for a detailed breakdown of your refund, which includes both the original purchase amount and applicable tax:

Description	Amount (USD)
Original Purchase Price	[Purchase Amount]
Applicable Sales Tax ([Tax Rate]%)	[Tax Amount]
Total Refund	[Total Refund Amount]

The refund will be processed to your original method of payment within [number] business days. If you have any further questions or require additional assistance, please feel free to contact our customer service team at [phone number] or [email address].

Once again, we sincerely apologize for any inconvenience this may have caused. Thank you for your patience, understanding, and continued trust in [Company Name].

Sincerely,

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