

Customer Complaint Resolution Letter for Overcharged Invoice

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Dear [Customer Name],

Thank you for bringing to our attention the concern regarding the overcharged amount on your recent invoice (Invoice No: [XXXX]). We apologize for any inconvenience or confusion this may have caused.

Upon thorough review, we have identified that an error occurred in the billing process, resulting in an overcharge of [overcharged amount]. This discrepancy was due to [brief explanation of the error, e.g., misapplied tax rate, duplicated line item, etc.].

To rectify this matter, we have processed a correction to your account. A revised invoice reflecting the accurate amount owed is enclosed with this correspondence. If payment has already been made, a refund of [refund amount], corresponding to the overcharged sum, has been initiated and will be credited to your account within [X] business days.

Please accept our sincerest apologies for this oversight. We are implementing additional checks and procedures to ensure improved accuracy in billing for all future transactions.

If you have any further questions or need additional assistance, please do not hesitate to contact me directly at [phone number] or [email address].

Thank you for your understanding and for giving us the opportunity to resolve this issue promptly.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]