

Your Company Name

Your Company Address

City, State ZIP

Phone: (xxx) xxx-xxxx

Email: info@yourcompany.com

Date: [Date]

To:

[Client Name]

[Client Company Name]

[Client Address]

[City, State ZIP]

Subject: Response to Overcharge Complaint & Issuance of Credit Note

Dear [Client Name],

Thank you for bringing the recent billing discrepancy to our attention. We sincerely apologize for the overcharge on your invoice dated [Invoice Date], reference number [Invoice Number]. After thoroughly reviewing your account, we have identified the source of the error and have taken immediate steps to rectify it.

To correct this, we have issued a credit note (details below) for the overcharged amount of **[Amount in \$]**. This credit will be applied to your next invoice or refunded to you based on your preference.

We take full responsibility for this oversight and appreciate your patience and understanding. Our team is also implementing additional review measures to prevent such errors in the future. If you have any further questions or require additional information, please do not hesitate to contact us.

Thank you for your continued trust in our services.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

Credit Note

Credit Note Number: [Credit Note Number]

Date Issued: [Date]

Related Invoice Number: [Invoice Number]

Client Name: [Client Name]

Amount Credited: **[Amount in \$]**

Description: Adjustment for overcharge on invoice [Invoice Number].

This credit note will be reflected in your next statement or applied as directed.