

Adjustment Letter Sample for Overcharged Shipping Fees

[Your Company Letterhead]

Date: [Insert Date]

Customer Name: [Insert Customer Name]

Address: [Insert Customer Address]

City, State, ZIP: [Insert City, State, ZIP]

Dear [Customer Name],

Thank you for bringing to our attention the recent discrepancy in the shipping charges for your order (Order Number: [Insert Order Number]) dated [Insert Order Date]. We sincerely apologize for any inconvenience this may have caused.

Upon reviewing your account and shipping details, we have discovered that you were inadvertently overcharged for the shipping fees due to [briefly explain the cause, e.g., "a processing error in our billing system"]. Please rest assured that we have corrected this error to prevent any recurrence in the future.

As a resolution, we have [issued a refund/credited your account] in the amount of \$[Insert Amount]. You should see this adjustment reflected on your account within [number of days, e.g., "5-7 business days"]. If you have any questions or require further assistance, please do not hesitate to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email].

We value your business and appreciate your understanding. Thank you for giving us the opportunity to address and correct this issue. We look forward to serving you again in the future.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]