

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for bringing to our attention your concern regarding invoice number [Invoice Number], dated [Invoice Date]. We sincerely apologize for any inconvenience caused by the overcharge on your recent invoice.

Upon reviewing your account and the invoice in question, we have confirmed that an error occurred, resulting in an overcharge of [Amount Overcharged]. Please accept our apologies for this oversight.

To rectify this, we have taken the following actions:

- An adjusted invoice reflecting the correct charges has been attached for your reference.
- A refund of [Amount Refunded], corresponding to the overcharged amount, has been processed. The refund should appear in your account within [Number of Days] business days.

We take such matters seriously and have implemented additional review procedures to help prevent similar errors in the future. Your satisfaction is very important to us, and we appreciate your understanding as we work to ensure fair and transparent billing practices.

If you have any further questions or require additional assistance, please do not hesitate to contact me directly at [Contact Information].

Thank you for your continued trust in our company.

Sincerely,

[Your Name]

[Your Title/Position]

[Company Name]

[Contact Information]