

Adjustment Letter for Wrong Product Billing

Date: [Insert Date]

To,

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Subject: Correction of Wrong Product Billing

Dear [Customer Name],

We are writing in response to your recent correspondence regarding the incorrect billing of products on your account/invoice number [Invoice Number] dated [Invoice Date].

Upon thorough review, we have identified that a billing error occurred, and you were mistakenly charged for [describe wrong product(s) or service(s)] instead of the intended [correct product/service]. Please accept our sincere apologies for any inconvenience or confusion this may have caused.

We have initiated the necessary adjustments and have corrected the charges on your account as follows:

- **Original billed amount:** [Original Billed Amount]
- **Correct amount:** [Corrected Amount]
- **Adjustment/Refund:** [Adjustment or Refund Amount]

A revised copy of your invoice and transaction details is attached for your reference. The corrected amount will reflect in your account within [number of days, e.g., 7 business days].

Please be assured that we are committed to providing accurate billing and efficient customer service. Should you have any further questions or need additional assistance, feel free to contact us at [Contact Information].

Thank you for bringing this matter to our attention, and we appreciate your understanding and continued patronage.

Sincerely,

[Your Name]

[Your Position/Title]

[Company Name]

[Contact Information]