

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

We sincerely appreciate your business and value you as a customer of [Your Company Name]. We are writing to inform you of a recent billing error regarding your account, specifically related to the duplicate charge that occurred on your recent statement dated [Date of Statement].

After a thorough review, we discovered that your account was inadvertently billed twice for [describe the product/service and amount, e.g., "the services rendered on May 15, 2024, in the amount of \$125.00"]. We deeply regret any inconvenience this may have caused.

Please rest assured that we have already processed a full refund of the duplicate charge of [state amount, e.g., "\$125.00"] to your original payment method. You should expect to see this credit reflected on your account within [number of days, e.g., "5-7 business days"].

We are taking immediate steps to prevent similar incidents in the future, and our team has reviewed and updated our billing procedures to ensure accuracy.

Thank you for bringing this matter to our attention (or, If the company discovered it: Thank you for your patience and understanding as we resolved this issue). If you have any questions or require further assistance, please do not hesitate to contact us at [Customer Service Phone Number] or [Customer Service Email Address].

We value your trust and look forward to serving you in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]