

[Your Company Letterhead]

[Company Name]

[Company Address]

[City, State ZIP Code]

[Phone Number]

[Email Address]

[Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

We value your relationship with [Company Name] and appreciate the opportunity to serve you as a valued subscriber. We are writing to address a recent issue regarding your subscription billing.

Upon a recent review of our billing records, we discovered an error in your most recent invoice dated [Invoice Date], where you were incorrectly charged [incorrect amount], instead of the correct amount of [correct amount] for your subscription to [Subscription/Product Name]. This discrepancy occurred due to [brief, clear explanation of the error, ex: a technical issue in our automated billing system which affected a small number of accounts].

As soon as the error was identified, we promptly took the following steps to correct it:

- Immediately reversed the incorrect charge on your account.
- Issued a refund of [refund amount] to your original method of payment, which should be reflected within [number of business days] business days.
- Generated a revised invoice reflecting the correct subscription fee, which is attached for your reference.
- Implemented additional checks in our billing process to prevent similar errors in the future.

We sincerely apologize for any inconvenience or confusion this may have caused. At [Company Name], we are committed to absolute transparency and ensuring the accuracy of all our billing operations. Should you have any questions or concerns regarding your account or this adjustment, please do not hesitate to contact us at [Contact Number/Email].

Thank you for your understanding and continued trust in [Company Name]. We look forward to continuing to serve you.

Sincerely,

[Your Name]

[Your Title/Position]

[Company Name]

Enclosure: Revised Invoice