

[Your Name]
[Your Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]

[Recipient Name]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Request for Adjustment Due to Overcharge and Goodwill Compensation

Dear [Recipient Name],

I am writing to formally bring to your attention a discrepancy in my recent billing statement, invoice number [Invoice Number], dated [Invoice Date]. I have noticed an overcharge in the total billed amount, which does not align with the agreed-upon prices for the products/services provided.

As per our agreement, the charge for [describe product/service] should have been [correct amount] per [unit/service period], but I was billed [overcharged amount]. Attached, you will find copies of the original agreement, the invoice in question, and any other supporting documentation for your review.

I kindly request that the overcharge be rectified at your earliest convenience and that an adjusted invoice be issued to reflect the correct amount. Additionally, due to the inconvenience and time expended resolving this matter, I would appreciate a gesture of goodwill, such as a refund, credit, or discount on future purchases, to reaffirm your commitment to customer satisfaction and ethical business practices.

I trust that you will treat this matter with urgency and care, and I look forward to your prompt response confirming the correction and proposed goodwill compensation.

Thank you for your attention to this matter. Please do not hesitate to contact me at [your phone number] or [your email address] should you require any further information.

Sincerely,
[Your Name]