

Apology Letter for Double Billing with Request for Correction

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We are writing to sincerely apologize for an error that occurred on your recent billing statement for [product/service name] dated [date of invoice]. Upon review of our records, we discovered that you were inadvertently billed twice for the same transaction.

We understand the confusion and inconvenience that such an error can cause, and we deeply regret any disruption this may have caused to your experience with our company.

Please rest assured that we are taking immediate steps to correct this mistake. We have initiated a request to adjust your invoice to reflect the accurate amount owed, and you should receive an updated statement within [X] business days. If a payment has already been made, a refund for the duplicate charge will be processed promptly.

Additionally, we are reviewing our billing procedures to ensure that similar errors do not occur in the future. Your trust is extremely important to us, and we are committed to maintaining the highest standards of accuracy and customer care.

Should you have any further questions or concerns, please do not hesitate to contact our billing department at [contact information] or reply directly to this letter. Thank you for your understanding and patience as we resolve this matter.

Once again, we apologize for the oversight and appreciate your continued patronage.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]