

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

[Customer Name]
[Customer Address]
[City, State, ZIP Code]

Subject: Billing Error Adjustment and Formal Apology for Delayed Resolution

Dear [Customer Name],

I am writing on behalf of [Company Name] regarding your recent billing statement, account number [Account Number]. Please accept our sincerest apologies for the error that occurred on your account and for the delay in resolving this matter.

Upon thorough review, we discovered an inadvertent error in your billing for the period of [Billing Period]. Specifically, [briefly describe the billing error, e.g., "an overcharge was applied due to a processing mistake"].

We understand the inconvenience this has caused and have taken immediate corrective actions to resolve the issue. We have processed an adjustment of [amount] to your account, which will be reflected in your next statement. Enclosed with this letter, you will find a revised invoice detailing the corrected charges.

We regret the delay in addressing your concerns and assure you that this does not reflect the high standards of service we aim to provide. We are currently reviewing our internal processes to prevent a recurrence of such errors and to ensure timely resolutions in the future.

Please accept our apologies for any inconvenience or frustration this may have caused. If you have any questions or require further assistance, please do not hesitate to contact our customer service team at [customer service phone number] or [customer service email address].

Your satisfaction is very important to us, and we value your continued trust in [Company Name]. Thank you for your understanding and patience during this process.

Sincerely,
[Your Name]
[Your Title]
[Company Name]