

Sample Adjustment Letter for Double Payment Received

[Your Company Letterhead]

Date: [Insert Date]

Customer Name: [Insert Customer Name]

Account/Invoice Number: [Insert Account/Invoice Number]

Address: [Insert Customer Address]

Dear [Customer Name],

We hope this message finds you well. We would like to bring to your attention a recent payment transaction regarding Invoice #[Insert Invoice Number or Details].

Upon reviewing our records, we have found that a double payment was received from your end for the aforementioned invoice. We want to acknowledge receipt of both payments and sincerely appreciate your promptness and commitment in settling your account.

To resolve this matter and ensure proper account reconciliation, please select from the following adjustment options, or let us know your preferred course of action:

- **Refund:** We can issue a refund for the duplicate payment amount.
- **Credit:** We can apply the overpaid amount as a credit to your account for future transactions.
- **Apply to Next Invoice:** We can automatically apply the overpayment to your next invoice(s).

Kindly reply to this letter with your preferred adjustment option, or contact us at [Insert Contact Information] for further assistance.

Thank you for your continued business and attention to this matter. We value your partnership and are committed to transparent and efficient financial processes.

Sincerely,

[Your Name]

[Your Title/Position]

[Your Company Name]

[Contact Details]