

Apology Letter for Erroneous Billing Charges

Dear [Recipient's Name],

We hope this message finds you well. We are writing to sincerely apologize for the recent billing error regarding your account with us.

Upon reviewing your account, we discovered that an incorrect charge of [amount] was applied on [date]. This was due to [brief explanation of the error], and we understand the inconvenience this may have caused you.

We have taken immediate steps to rectify the situation. The erroneous charge has been removed, and a corrected invoice has been issued to you.

We deeply value your business and appreciate your understanding in this matter. If you have any further questions or concerns, please do not hesitate to reach out to our customer service team at [contact information].

Thank you for your patience and understanding.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]