

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Recipient's Name]

[Recipient's Title]

[Company's Name]

[Company's Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I am writing to sincerely apologize for the erroneous charges that were applied to your account on [date of incorrect charges]. We have thoroughly reviewed the matter and regret any inconvenience this may have caused you.

Upon our investigation, it appears that the error was due to [brief description of the error], and we take full responsibility for this oversight. To rectify this situation, we will be issuing a refund of the erroneous charges by [date of refund issuance].

We appreciate your understanding and patience in this matter. If you have any further questions or concerns, please do not hesitate to contact me directly at [your phone number] or [your email address].

Thank you for your continued support and understanding.

Sincerely,

[Your Name]

[Your Job Title]

[Company's Name]