

# Customer Service Error Rectification

Dear [Customer's Name],

We hope this message finds you well. We are writing to you regarding a recent issue that has come to our attention concerning your account with us.

It appears that an error occurred on our part concerning [brief description of the error, e.g., billing, order fulfillment, etc.]. We sincerely apologize for any inconvenience this may have caused you.

We have taken the necessary steps to rectify this error and [explain what corrective actions have been undertaken, e.g., issued a refund, corrected the order, etc.]. Your updated information reflects this change, and we assure you that we are committed to maintaining the highest level of service.

If you have any questions or concerns regarding this matter, please do not hesitate to reach out to us at [customer service phone number] or [customer service email]. We appreciate your understanding and patience as we resolve this issue.

Thank you for being a valued customer.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]