

Subject: Apology for Billing Error

Dear [Customer's Name],

We hope this message finds you well. We are writing to sincerely apologize for a billing error that occurred on your recent subscription charge dated [Date]. This was not intended and we understand how frustrating this may have been for you.

Upon investigation, we discovered that [brief explanation of the error, e.g., "there was an incorrect amount charged due to a system glitch"]. We have taken immediate steps to rectify this issue.

Your account has been credited with [amount] as a result of this error, and you will see this reflected in your account within [number of days]. If you have any questions or concerns, please do not hesitate to reach out to our customer support team at [contact information].

We appreciate your understanding and patience in this matter and thank you for being a valued subscriber of our service.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]