

Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for the billing error that occurred on your recent invoice dated [Invoice Date].

We value your trust and are committed to providing you with accurate billing services. Unfortunately, due to [briefly describe the cause of the error, e.g., a system glitch, human error], there was a discrepancy that resulted in an incorrect charge.

As soon as we became aware of the issue, we took immediate steps to correct it. The total amount you were overcharged is [amount], and we have processed a refund which should reflect in your account within [timeframe].

To prevent such errors in the future, we are implementing additional checks and balances in our billing process. Your satisfaction is our top priority, and we are dedicated to ensuring that your experience with us remains positive.

Thank you for your understanding and patience in this matter. If you have any further questions or need assistance, please do not hesitate to reach out to me directly at [Your Contact Information].

Warm regards,

[Your Name]
[Your Position]
[Company Name]
[Contact Information]