

# Billing Error Notification

Dear [Customer Name],

We hope this message finds you well. We are writing to inform you of an error that occurred during the billing process for your monthly subscription of [Service Name].

After reviewing our records, we have identified that your account was incorrectly billed on [Billing Date]. The amount charged was [Wrong Amount] instead of the correct amount of [Correct Amount].

We sincerely apologize for any inconvenience this may have caused. To rectify this issue, we will process a refund of the overcharged amount, which should be reflected in your account within [Time Frame].

If you have any questions or require further assistance, please do not hesitate to contact our support team at [Support Email] or [Support Phone Number].

Thank you for your understanding and continued support.

Sincerely,

[Your Company Name]

[Your Company Contact Information]