

# Billing Error Clarification

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

Date: [Insert Date]

Customer Service Department

[Retail Store Name]

[Retail Store Address]

[City, State, Zip Code]

Dear Customer Service Team,

I hope this message finds you well. I am writing to bring to your attention a billing error associated with my recent purchase made on [purchase date] at [store location]. The order number for this transaction is [order number].

Upon reviewing my receipt and account statement, I noticed that [describe the specific error, e.g., an incorrect charge, missing discount, etc.]. This discrepancy resulted in an incorrect total amount charged of [error amount]. According to my records, the correct amount should be [correct amount].

I would appreciate your assistance in resolving this matter as soon as possible. Please let me know if you require any additional information or documentation to expedite the correction.

Thank you for your attention to this issue. I look forward to your prompt response.

Sincerely,

[Your Name]