

# Subject: Appeal for Resolution of Billing Error

Date: [Insert Date]

To: Customer Service Team

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear Customer Service Team,

I hope this message finds you well. I am writing to formally appeal regarding a billing error I encountered during my recent online shopping experience with [Company Name] on [Purchase Date].

Order Number: [Insert Order Number]

On [Date of Transaction], I made a purchase for [List Items], and my total was incorrectly charged as [Incorrect Amount] instead of [Correct Amount]. I have attached a copy of my receipt and any relevant documentation for your reference.

Despite my attempts to resolve this issue through the customer service channels, I have not yet received a satisfactory resolution. I kindly request that you review my case and initiate a correction to my billing statement.

Your assistance in this matter would be greatly appreciated. I look forward to your prompt response.

Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Email Address]

[Your Phone Number]