

Apology for Incorrect Pricing

Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for the recent error regarding the pricing of [specific product/service]. We take our pricing very seriously, and we regret any confusion or inconvenience this may have caused.

Upon reviewing your account, we determined that the pricing communicated to you was indeed incorrect. We are committed to ensuring transparency and accuracy, and we understand how important this is to you as our valued customer.

Please be assured that we are taking steps to address this issue and prevent it from happening in the future. As a gesture of goodwill, we would like to offer you [mention any compensation, discount, or incentive].

Thank you for your understanding and patience regarding this matter. If you have any further questions or concerns, please do not hesitate to contact me directly at [Your Phone Number] or [Your Email Address].

Warm regards,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]