

Apology for Price Correction

Date: [Insert Date]

Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for the recent pricing error concerning your order #[Insert Order Number]. We value your trust and loyalty, and we are deeply sorry for any confusion or inconvenience this may have caused.

While we strive to maintain accurate pricing, unfortunately, a mistake occurred that resulted in an incorrect amount being charged. We have corrected the error and ensured that steps are being taken to prevent this from happening in the future.

As a token of our appreciation for your understanding, we would like to offer you [Insert Compensation, e.g., a discount, a gift card, etc.], which we hope will help make amends for any trouble caused.

Thank you for your understanding and support. If you have any further questions or concerns, please feel free to reach out to us directly. We are here to assist you.

Warm regards,

[Your Name]

[Your Position]

[Your Company]

[Contact Information]