

Apology for Billing Error

Date: [Insert Date]

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]

[Recipient's Name]
[Company's Name]
[Company's Address]
[City, State, Zip Code]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to sincerely apologize for a billing error that occurred on your recent invoice dated [Insert Invoice Date]. After reviewing our records, we have realized that an incorrect charge was applied.

We take full responsibility for this mistake and are committed to correcting it promptly. The erroneous charge of [Insert Amount] has been adjusted, and you should see a refund of this amount reflected in your account within [Insert Time Frame].

We value your relationship with our company and appreciate your understanding in this matter. Please rest assured that we are taking steps to ensure this does not happen again in the future.

If you have any further questions or concerns, please do not hesitate to contact me directly at [Your Phone Number] or [Your Email Address].

Thank you for your patience and understanding.

Sincerely,

[Your Name]
[Your Position]
[Company's Name]