

Apology for Billing Inaccuracies

Date: [Insert Date]

[Recipient's Name]

[Recipient's Address]

[City, State, Zip Code]

Dear [Recipient's Name],

We are writing to sincerely apologize for the billing inaccuracies you have experienced due to our recent service delays. We understand how frustrating this can be and take full responsibility for any inconvenience caused.

Upon review, we found that your account was incorrectly billed for [insert specific service or item], resulting in an overcharge of [insert amount]. We have corrected this error and have issued a refund of [insert amount] to your account, which should reflect within [insert time frame].

We value your business and are committed to providing you with the highest level of service. To prevent such occurrences in the future, we are implementing additional measures to enhance our billing processes.

Thank you for your understanding. If you have any further questions or concerns, please do not hesitate to contact us at [insert contact information].

Sincerely,

[Your Name]

[Your Position]

[Your Company]

[Company Phone Number]

[Company Email Address]