

Notification of Pricing Error

Dear [Customer's Name],

Thank you for your recent purchase with us on [Purchase Date]. We appreciate your business and strive to provide excellent service.

We are reaching out to inform you of a pricing error that occurred on your order #[Order Number]. The item(s) [Item Description] were listed at an incorrect price due to [brief explanation of the error].

Unfortunately, we cannot honor the incorrect price, and we apologize for any inconvenience this may cause. To rectify this situation, we would like to offer you [offer, e.g., a discount, a refund, etc.] as a gesture of our appreciation for your understanding.

If you have any questions or concerns, please feel free to contact us at [Customer Service Email] or [Phone Number].

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]