

Apology Letter for Overcharge

Dear [Recipient's Name],

Subject: Apology for Overcharge

I hope this letter finds you in good health and high spirits. I am writing to express my sincere apologies for the recent overcharge made to your account. It has come to my attention that an error occurred in our billing system, resulting in an inaccurate amount being billed to you. I deeply regret any inconvenience or frustration this may have caused.

At [Company/Organization Name], we hold ourselves to the highest standards of professionalism and customer service. We understand the importance of accurate billing and take full responsibility for the oversight. Please allow me to assure you that we have investigated the matter thoroughly and have taken immediate steps to rectify the situation.

To remedy the overcharge, we have credited the excess amount back to your account. The refund has already been processed, and you should see it reflected on your next statement. We understand that this does not fully compensate for any inconvenience caused, but we hope it demonstrates our commitment to resolving the issue promptly.

Furthermore, I want to assure you that we have implemented additional measures to prevent such errors from occurring in the future. We are reviewing and improving our billing procedures and will be conducting staff training sessions to reinforce accuracy and attention to detail.

Once again, I want to express my deepest apologies for any inconvenience caused by the overcharge. We highly value your patronage and appreciate your understanding in 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].

Thank you for your patience and continued support. We look forward to serving you with the utmost care and attention in the future.

Yours sincerely,

[Your Name]

[Your Position]

[Company/Organization Name]