

Formal business overcharge apology email

Subject: Billing Error Correction and Sincere Apology

Dear [Customer Name],

I am writing to address a billing error that occurred on your recent invoice #[Invoice Number] dated [Date]. Upon review of your account, we discovered that you were incorrectly charged \$[Amount] due to a system error in our billing department.

We sincerely apologize for this oversight and any inconvenience it may have caused. This error does not reflect our commitment to accurate billing and exceptional customer service. We have immediately processed a full refund of \$[Amount], which should appear in your account within 3-5 business days.

To prevent similar occurrences, we have implemented additional quality control measures in our billing process. As a gesture of goodwill, we are also providing you with a [discount/credit/service upgrade] on your next purchase.

We value your business and trust, and we are committed to ensuring this does not happen again. Please contact me directly at [phone number] or [email] if you have any questions or concerns. Thank you for your patience and continued partnership.

Sincerely,

[Your Name]

[Title]

[Company Name]

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