

Professional services billing error formal apology letter

Subject: Fee Adjustment and Formal Apology

Dear [Client Name],

I am writing to inform you of a billing error in your recent invoice #[Number] dated [Date] and to formally apologize for this oversight.

Upon careful review of your file and billing records, I have determined that you were overcharged \$[Amount] for services rendered during [time period]. This error occurred due to [specific reason - incorrect hourly rate applied/duplicate time entry/miscalculated expenses].

As a member of the [state] bar and a professional committed to ethical billing practices, I take full responsibility for this error. Such mistakes are unacceptable and undermine the trust you have placed in our professional relationship.

I have immediately processed a full refund of the overcharged amount. A credit memo and check for \$[Amount] are enclosed with this letter. Additionally, I am reducing my fees for your next matter by [percentage/amount] as acknowledgment of this error.

I have implemented additional review procedures in my billing process to prevent similar errors in the future. I value our professional relationship and am committed to maintaining the highest standards of service and accuracy.

Please feel free to contact me if you have any questions or concerns regarding this matter or your account.

Sincerely,

[Attorney Name]

[Law Firm]

[State Bar Number]

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