

Letter Of Apology For Billing Error

Dear [Recipient's Name],

Subject: Apology for Billing Error

I hope this letter finds you in good health and high spirits. I am writing to offer my sincerest apologies for the billing error that occurred in our recent transaction with your esteemed organization.

At [Company/Organization Name], we strive to provide our clients with exceptional service and accurate billing. Unfortunately, an oversight on our part resulted in an error in the invoice you received for [specific product/service]. We understand the inconvenience and frustration this has caused, and I assure you that we take full responsibility for this mistake.

Upon discovering the error, we immediately initiated a thorough investigation to identify the root cause. It appears that the error originated from a technical glitch in our automated billing system, which erroneously calculated the charges for [specific item/service]. We have since rectified the issue and taken measures to ensure that similar errors will not occur in the future.

Furthermore, we have reviewed our internal processes and implemented additional checks and balances to prevent any recurrence of such errors. We understand the importance of accurate billing and the trust our clients place in us, and we are committed to maintaining the highest standards of integrity and professionalism in all our interactions.

To resolve this matter swiftly and to demonstrate our commitment to customer satisfaction, we have taken the following steps:

1. Adjusted the invoice to reflect the correct charges for [specific product/service].
2. Extended the payment deadline for the revised invoice to provide ample time for your review and processing.
3. Designated a dedicated point of contact, [Contact Person's Name], who will personally oversee the resolution of this issue and address any concerns or questions you may have.

Please accept our heartfelt apologies once again for any inconvenience caused by this billing error.

We value our relationship with your organization and genuinely regret any disruption this may have caused to your operations. Rest assured, we will spare no effort to ensure that this type of error is not repeated in the future.

If you have any further questions or require any additional information, please do not hesitate to contact me directly at [Your Phone Number] or via email at [Your Email Address]. We are committed to working closely with you to rectify this situation and restore your faith in our company.

Thank you for your understanding, and we look forward to resolving this matter to your satisfaction.

We appreciate your continued support and the opportunity to serve you.

Yours sincerely,

[Your Name]

[Your Position]

[Company/Organization Name]