

Friendly email apology for billing error

Subject: Sorry About the Billing Error

Hi [Customer Name],

We noticed a mistake in your recent bill and wanted to apologize for the confusion. The charge of [Amount] was incorrect, and we've fixed it.

Your updated statement is attached. We're sorry for any inconvenience this caused and appreciate your patience.

Best regards,

[Name]

[Customer Support Team]

[Company Name]

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