

Sincere apology letter for overbilling

Subject: Our Apology for Overcharging

Dear [Customer Name],

We are writing to apologize for the overcharge on your account dated [Date]. We understand that such errors can be frustrating and sincerely regret any inconvenience caused.

The overcharged amount of [Amount] has been refunded to your account, and a corrected statement is attached. We value your loyalty and are committed to ensuring accurate billing in the future.

Thank you for your understanding and continued support.

Warm regards,

[Name]

[Title]

[Company Name]

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