BILLING ERROR

**Subject: Response to *[Customer name]* Billing Error**

Dear *[customer name]*,

Thank you for contacting us regarding the recent billing error. We sincerely apologize for the mistake and hope to remediate the issue as quickly as possible.

After a quick investigation, we found that *[brief explanation on why the error took place]*.

To fix the problem, I have *[brief explanation on how the issue was fixed]*, and you should see the *[$]* excess amount refunded in *[# days]* or an updated invoice posted on your account.

In addition to resolving the billing issue, we’d like to offer you *[product trial, discount, points, etc.]* which are redeemable through this link.

Feel free to reach out using the contact information below if you have any other questions, concerns, or something else I can assist with.

*[Rep name, job title]*

*[Phone number, email address] [Company web address]*

