

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]