

Letter to Apologize for Incorrect Billing

[You're Name]

[Address]

[Letter Date]

[Recipients Name]

[Address]

[Subject: Subject of Letter] -Optional-

Dear (Recipient's Name),

We received your letter complaining that you have been billed incorrectly by us. This has never happened before so it was hard to believe that such an error occurred. On your request we looked into the billing information and also made use of the documents that you sent us. We are very sorry to say that we figured out it was a mistake done from our side. It was due to [enter reason]. Please accept our humble apologies. We have credited your account to refund you what was charged by mistake and assure that you'll not have to face this inconvenience again. Thank you!

[You're Name]

[Senders Title] -Optional-