

Billing Issues Apology Letter

Dear [CUSTOMER NAME],

Thank you for contacting customer support. We are very sorry that you were charged twice for the same product. We understand that the mistake was on our end, and it is not a mistake that we take lightly.

According to our technical team, the error was due to a computer glitch in our automated billing system. As a result of this issue, and in order to prevent this from happening in the future, new updates are being made to the system. In the meantime, we have refunded you the full amount of one of the charges, or \$ [AMOUNT] plus tax. Please allow 1-3 business days for the amount to appear back on your card.

We hope that this will be sufficient to correct the error and address any inconvenience this may have caused you. Thank you for bringing this to our attention—it will help us improve our operations and services.

We very much appreciate your business. If there are any other issues that need to be addressed, please don't hesitate to contact us.

Sincerely,

[CUSTOMER SERVICE REPRESENTATIVE NAME]

Customer Service Representative

