LETTER TO APOLOGIES FOR BILLING ERROR SAMPLE

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Introduction

The apology letter for billing errors are very minor mistakes, but for the company’s reputation you need to apologize to the concerned customer/client. This type of letter is a formal letter in which you need to write the problems with the billing and also what all things you did to correct it.

The apology letter should be to the point and in brief. Also, this letter should include a good focus on the actions which are taken to rectify the mistake. This type of letter will help you build a good relationship with your customers and retain it for a long period of time. Customers or clients love if they are pampered with such apology letter, so never miss a chance to say sorry to your customers and increase their loyalty period.

Letter to apologies for billing error sample Tips

Following are some of the Tips that you can apply before writing an apology letter for billing error:

• Initially, you need to admit that customers are always right.

• Don’t forget to explain the error and apologize for the same.

• Clearly come to the point and say sorry.

• Avoid making false promises other than offering better services.

• Explain the solution to the reader and also tell them to help you solve the problem.

• At the end, again apologize for whatever happened and assure that it won’t happen again.
Sample Letter to apologies for billing error sample

From,

__________

__________

__________

__________

Date: _____ (Date on Which Letter is Written)

To,

__________

__________

__________

Dear (Name of the customer),

We sincerely apologize for the error that occurred in your bill statement. We deeply regret the misprint of amount in your bill by the typist which created many problems for you. Thank you for informing us about the error making us realize our mistake. Hence, due to this error, we have forwarded a new bill request with updated amount.

Thus, we hope this will resolve the problem of the error in your bill. We deeply regret the inconvenience and assure that this would not happen in future. Please feel free to contact us at any time to know more about your account.

Thank you very much

Sincerely,

Manager, Company Name
Letter to apologies for billing error sample Template

From,

__________

__________

__________

__________

Date: _____ (Date on Which Letter is Written)

To,

__________

__________

__________

__________

Subject: Letter to apologise for billing error

Dear _____(Sir or Madam),

Thank you for informing us that there is a misprint in the bill. We are extremely sorry for the error the typist made. By mistake she added an extra zero in the amount for the __________ item. We understand how it would have affected you. You had to travel all the way from your place to the showroom to inform us about this error. We assure you that such a mistake will not be repeated in the future. We know that you have been a valuable customer of our shop and this is the first time such a mistake happened and I understand it would have been very annoying.
We appreciate you informing about the error and allowing us to rectify it.

We have made the adjustment and I am sending the remaining amount along with an employee. Please collect and we again apologise for the inconvenience caused and would like to serve you better in the future.

Hope this will not affect our business relation.

Thanking You

Yours truly,

Name and Signature
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