[Name of Recipient]

[Address of Recipient]

Date:

**Subject: [Write in bold letters. It must explain the purpose of the letter]**

Dear Mr. / Mrs. [Name of the Recipient],

Last Tuesday, 11th May, you purchased [mention Name of Product(s)] from our retail store at [mention Location / Area]. The amount on the bill was $300 but the actual amount of the bill was $200. Please accept our sincerest apologies for this mistake as it was just because of some computer error.

We are sending back the extra amount of $100 to you. Please confirm with us when you receive the payment. Again, we are truly sorry for that.

Thanks!

Yours Sincerely,

[Sender Name]

[Sender Signature]

[Sender Contact Details]