Dear [Name],

We appreciate you contacting us about this, and we've fixed the problem you reported. If you were charged twice for the same item, please accept our sincere apologies.

An error in our billing system has resulted in this disastrous oversight, and we are currently investigating its cause. We will immediately fix the problem once we locate it.

Meanwhile, we've issued a full refund for one of the charges, including any applicable taxes and additional fees. In most cases, credit card refunds take between one and three business days to show up.

We regret that you had to go through the unpleasant experience of being overcharged. We encourage you to get in touch with us if you have any further concerns or questions.

Regards,

([YOUR SIGNATURE HERE])