

This sample **apology letter for invoice payment amount error** demonstrates a professional and courteous way to address mistakes made during the payment process. It acknowledges the error, provides a clear explanation, expresses sincere regret, and outlines the steps taken to correct the payment discrepancy. Using this letter helps maintain positive business relationships by showing accountability and a commitment to resolving invoicing issues promptly and transparently.

## Sample Apology Letter

[Your Company Letterhead]  
[Date]

[Recipient Name]  
[Recipient Position]  
[Recipient Company Name]  
[Recipient Address Line 1]  
[Recipient Address Line 2]

Dear [Recipient Name],

We hope this message finds you well. We are writing to inform you of an error that occurred during the recent processing of your invoice, reference number [Invoice Number], dated [Invoice Date].

Upon reviewing our records, we discovered an incorrect payment amount of [incorrect amount] was submitted, rather than the correct and agreed invoice amount of [correct amount]. This discrepancy occurred due to [briefly explain cause, e.g., â€œan accounting oversightâ€ or â€œa data entry issueâ€].

We sincerely apologize for this mistake and any inconvenience it may have caused. We value our business relationship with [Recipient Company Name] and take full responsibility for the error.

Please be assured that we have taken immediate steps to rectify the situation. The remaining balance of [outstanding amount] will be processed and paid by [date payment will be completed]. Additionally, we are reviewing our internal processes to prevent such errors from happening in the future.

Thank you very much for your understanding and patience in this matter. Should you have any questions or require further clarification, please do not hesitate to contact me directly at [your phone number] or [your email address].

Once again, please accept our apologies for this oversight. We appreciate your partnership and look forward to continuing our successful collaboration.

Sincerely,  
[Your Name]  
[Your Position]  
[Your Company Name]  
[Your Contact Information]