

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Subject: Adjustment for Overbilling on Invoice #[Invoice Number]

Dear [Customer Name],

We hope this letter finds you well. We are writing to inform you of a recent discrepancy identified in your invoice #[Invoice Number], dated [Invoice Date]. Upon careful review, we discovered that an overcharge occurred on your recent billing statement, and we would like to extend our sincerest apologies for any inconvenience this may have caused.

Details of the Overcharge:

- Original Invoice Amount: [Original Amount]
- Corrected Invoice Amount: [Corrected Amount]
- Overbilled Amount: [Overbilled Amount]

To promptly resolve this issue, we have taken the following corrective actions:

1. The corrected invoice with the accurate amount is enclosed/attached for your review and records.
2. A credit of [Overbilled Amount] has been issued to your account and will reflect on your next statement.
3. If you have already made a payment for the overbilled amount, please let us know your preferred method for receiving the refund, or if you prefer, the credit can remain on your account for future use.

Your trust and satisfaction are very important to us. We deeply regret any confusion or inconvenience and are committed to ensuring the accuracy of our billing processes. Should you have any questions or concerns regarding this adjustment, please do not hesitate to contact us at [Your Phone Number] or [Your Email Address].

Thank you for your understanding and continued partnership.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]