

Date: [Insert Date]

[Customer Name]  
[Customer Address]  
[City, State, ZIP Code]

Dear [Customer Name],

We are writing to address a recent error identified in the calculation of tax on your most recent bill dated [Original Invoice Date], invoice number [Invoice Number]. At [Company Name], we strive to ensure all billing information is clear and accurate, and we sincerely apologize for this oversight.

Upon reviewing your account, we discovered that the tax amount was incorrectly calculated on your invoice. The tax charged was [Incorrect Tax Amount], whereas the correct tax should have been [Correct Tax Amount]. As a result, the total bill should be [Corrected Total Amount].

Please find attached the corrected invoice reflecting the accurate tax calculation and correct total amount payable. If you have already made payment based on the previous invoice, the balance will be adjusted accordingly, and any overpayment will be refunded promptly.

We apologize for any inconvenience this may have caused. Maintaining your trust is extremely important to us, and we have taken steps to ensure this type of error does not occur in the future.

If you have any questions or need further assistance, please contact us at [Contact Information] or reply to this email. Thank you for your understanding and continued trust in [Company Name].

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