

[Your Name]
[Your Position]
[Your Company Name]
[Company Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]

[Recipient Name]
[Recipient Position]
[Recipient Company Name]
[Recipient Address]
[City, State, ZIP Code]

Dear [Recipient Name],

I am writing to sincerely apologize for the miscommunication regarding Invoice #[Invoice Number], dated [Invoice Date]. We greatly value our partnership, and I regret any confusion or inconvenience this may have caused you and your team.

Upon reviewing our correspondence and internal processes, I realized that there was an error in [briefly describe the nature of the miscommunication, e.g., the invoicing details, amount, or timeline]. Please accept my apologies for any disruption this may have created on your end.

To clarify, [provide the correct information or details, and outline any corrective actions being taken, e.g., updated invoice attached, credit issued, payment rescheduled]. We are taking immediate steps to ensure this does not happen again by [mention any new measures, such as improved communication protocols or updated review procedures].

Please do not hesitate to contact me directly at [your phone number] or [your email address] should you require further clarification or if there is anything else we can do to resolve this matter promptly.

Once again, I apologize for the oversight and thank you for your understanding and continued trust in our services. We look forward to continuing our positive business relationship.

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