

Date: [Insert Date]

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

Dear [Customer Name],

Subject: Adjustment for Price Discrepancy on Bulk Order #[Order Number]

We sincerely appreciate your recent bulk order with [Your Company Name]. We value our business relationship and strive to ensure your experience with us is both positive and transparent.

During a review of your invoice, we discovered a discrepancy regarding the pricing for your recent order placed on [Order Date]. The agreed-upon price for bulk orders of [Product Name/SKU] was **[\$Agreed Rate] per unit**, as per our original agreement. However, upon reviewing invoice #[Invoice Number], we noticed you were billed at **[\$Incorrect Rate] per unit** instead.

This error occurred due to [briefly explain the reason behind the error, e.g., a system oversight, manual input error, etc.]. Please accept our apologies for any inconvenience this may have caused.

To rectify this, we have adjusted the invoice to reflect the correct pricing. The revised total is **[\$Correct Total]**, and an updated invoice is attached for your records. If you have already made payment at the previously billed amount, a refund for the difference of **[\$Refund Amount]** will be promptly issued to your original payment method.

We remain committed to maintaining transparent and fair business practices. Should you have any further questions or concerns regarding this matter or your account, please do not hesitate to contact me directly at [Your Phone Number] or [Your Email Address].

Thank you for your understanding and continued trust in [Your Company Name]. We look forward to serving you again.

Sincerely,

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