

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Subject: Adjustment Regarding Price Discrepancy Between Quoted and Billed Amount

Thank you for bringing to our attention the discrepancy between the price quoted on your purchase order (Reference: [PO Number], dated [Date]) and the amount billed on Invoice #[Invoice Number], dated [Invoice Date].

Upon careful review, we noted that the original quoted price for [products/services] was **\$[Quoted Amount]**, while the invoiced amount was **\$[Billed Amount]**. The difference was due to [briefly state the reason-e.g., a change in the quantity ordered, an unintentional pricing error, updated supplier costs, or additional services requested after the initial quote].

Specifically, [Provide a clear and concise explanation. For example: â€œafter the initial quote, your order quantity increased from X to Y units, and the pricing structure changed accordingly. This resulted in a revised total, which was reflected in the final invoice. However, we recognize the importance of transparent communication and apologize for any inconvenience this may have caused.â€]

To resolve this matter promptly, we propose the following adjustment: [Describe the adjustment, such as issuing a credit note, refunding the difference, or sending a revised invoice]. Please find the attached supporting documents for your reference.

We deeply value your business and are committed to ensuring your complete satisfaction. If you have any further questions or require additional clarification, please feel free to contact me directly at [Contact Information].

Thank you for your understanding and for allowing us to rectify this matter.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]