

Date: [Insert Date]

[Recipient Name]

[Recipient Address]

[City, State, ZIP]

Subject: Apology and Adjustment for Overcharged Invoice #[Invoice Number]

Dear [Recipient Name],

We would like to extend our sincerest apologies for the error found on your recent invoice #[Invoice Number] dated [Original Invoice Date]. After a thorough review, we discovered that an incorrect amount was billed to your account due to an unintentional oversight.

We understand the importance of accurate billing and deeply regret any inconvenience or confusion this may have caused. As part of our commitment to transparency and excellent customer service, we have made the necessary adjustments to rectify this mistake promptly.

Summary of Adjustments:

- Original Invoice Amount: \$[Original Amount]
- Corrected Invoice Amount: \$[Corrected Amount]
- Adjustment: -\$[Adjustment Amount]

Please find attached the new, corrected statement reflecting the accurate charges. If a payment has already been made, any overpaid amount will be refunded or credited to your account as per your preference.

We value your business and appreciate your understanding in this matter. Should you have any questions or need further assistance, please do not hesitate to contact us at [Contact Information].

Thank you for your patience and for giving us the opportunity to correct this oversight.

Sincerely,

[Your Name]

[Your Title/Position]

[Company Name]

[Phone Number]

[Email Address]