

Adjustment Letter with Credit Note for Partial Refund

[Your Company Letterhead]

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

Dear [Customer Name],

Thank you for bringing your recent concern regarding invoice number [Invoice Number], dated [Invoice Date], to our attention. We appreciate your patience as we worked to review the matter.

After thorough investigation, we have determined that [briefly explain reason for partial refund, e.g., "a portion of the goods delivered were found to be unsatisfactory" or "a billing error occurred resulting in an overcharge"]. We sincerely apologize for any inconvenience this may have caused.

To resolve this issue, we have processed a partial refund in the amount of [Amount]. Enclosed with this letter, you will find Credit Note number [Credit Note Number] issued on [Credit Note Date], which reflects the agreed adjustment to your account. This amount will be applied as a credit toward your outstanding balance or future purchases, as preferred.

Please let us know if you require any further clarification or assistance. We value your business and remain committed to providing you with quality service.

Thank you for your understanding.

Sincerely,

[Your Name]
[Your Job Title]
[Your Company Name]
[Contact Information]

Credit Note Details

Credit Note Number	[Credit Note Number]
Issue Date	[Credit Note Date]
Associated Invoice	[Invoice Number]
Refund Amount	[Amount]
Reason for Adjustment	[Brief Reason]

This credit note should be retained for your records. Please contact our accounts department at [Contact Information] for any questions regarding this transaction.