

Date: [Insert Date]

To: [Customer Name]

[Customer Address]

[City, State, ZIP]

Subject: Adjustment Letter & Revised Invoice - Overcharge Explanation

Dear [Customer Name],

We hope this message finds you well. We are writing in reference to your recent invoice (Invoice Number: [XXX], dated [Invoice Date]). After a thorough review of our billing records, we have identified an **overcharge** on your initial invoice.

Explanation of Discrepancy:

The overcharge was the result of [briefly explain cause, e.g., "an incorrect rate applied to your service charges" or "an unintended duplication of itemized charges"]. We sincerely apologize for any inconvenience or confusion this may have caused.

Corrective Actions Taken:

- A full review of your invoice was completed.
- All discrepancies have been corrected in the revised invoice attached/enclosed with this letter.
- The correct charges are now reflected, resulting in a revised balance of [correct amount].

Revised Invoice Details:

Please find the updated and detailed billing statement attached/enclosed for your reference. If you have already paid the original invoice, the difference will be promptly refunded to you or credited toward your account as per your preference.

We value your business and your trust in us. If you have any questions or require further clarification, please do not hesitate to contact our customer service team at [Phone Number] or [Email Address].

Once again, we apologize for this oversight and appreciate your understanding. Thank you for giving us the opportunity to correct this matter promptly.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]