

Date: [Insert Date]

To:

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Subject: Adjustment of Overcharged Invoice – Credit Note Issued

Dear [Customer Name],

We sincerely appreciate your business and thank you for your recent transaction with [Your Company Name]. It has come to our attention that due to a pricing error, the invoice **[Invoice Number]** dated **[Invoice Date]** reflected an overcharge on your recent purchase.

Please accept our apologies for this oversight and any inconvenience it may have caused. Upon review, we discovered the following error:

- Incorrect Invoice Amount Billed: **[Original Billed Amount]**
- Correct Amount: **[Corrected Amount]**
- Amount Overcharged: **[Overcharged Amount]**

To rectify this situation, we have issued a credit note in the amount of **[Overcharged Amount]** to your account. Attached is Credit Note No. **[Credit Note Number]** for your reference and records. This amount will be offset against your outstanding balance or refunded, as per your preference.

We are committed to maintaining transparency and upholding your trust in our services. Please do not hesitate to contact us at **[Contact Information]** should you have any questions or require further assistance regarding this adjustment.

Thank you for your understanding, and we look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Email]

[Phone Number]