

Apology Letter for Mismatched Product Details on Invoice

[Your Company Letterhead]

Date: [Insert Date]

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

Subject: Apology for Mismatched Product Details on Invoice

Dear [Customer Name],

We are writing to sincerely apologize for the discrepancies found in the product details listed on your recent invoice (**Invoice Number: [Insert Invoice Number]**), dated [Insert Date]. We deeply regret any confusion or inconvenience this may have caused.

After carefully reviewing your account, we discovered that the invoice included errors in the product description and/or quantities. We understand how important accurate documentation is to our valued customers, and we take full responsibility for this oversight.

To address this issue, we have already corrected the invoice and a revised copy is attached with this letter. Additionally, our team has implemented enhanced checks to prevent such errors in the future.

We highly value your business and want to assure you of our ongoing commitment to providing accurate information and excellent service at all times. Should you have any further questions or require additional assistance, please contact us directly at [Your Contact Information].

Thank you for your understanding and patience regarding this matter.

Sincerely,
[Your Name]
[Your Position]
[Company Name]
[Contact Information]