

Date: [Insert Date]

To: [Recipient Name]  
[Recipient Address]  
[City, State, ZIP]

Subject: Apology for Incorrect Invoice and Compensation Offer

Dear [Recipient Name],

I am writing to sincerely apologize for an error identified in the invoice we recently sent to you (Invoice Number: [Insert Number], dated [Insert Date]). Upon careful review, we discovered that [describe the nature of the error-e.g., wrong item, incorrect quantity, pricing mistake, etc.], which does not accurately reflect the products/services provided.

Please accept our sincerest apologies for any inconvenience, confusion, or frustration this mistake may have caused. At [Your Company Name], we value transparency and integrity in our business relationships, and we take full responsibility for this oversight.

To rectify the situation, we have issued a corrected invoice, attached to this letter/email for your reference. In addition, as a gesture of goodwill and to demonstrate our commitment to your satisfaction, we would like to offer you [describe the compensation-e.g., a discount, refund, credit towards future invoices, or complimentary service].

We deeply appreciate your understanding and patience in this matter. Please let us know if you have any questions or concerns regarding the updated invoice or the compensation offered. Our team remains at your disposal for any further assistance.

Once again, we apologize for the mistake and thank you for your trust in [Your Company Name]. We value your business and look forward to continuing to serve you.

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