

[Your Company Name]
[Company Address]
[City, State, ZIP Code]
[Phone Number]
[Email Address]
[Date]

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

Subject: Clarification and Adjustment for Price Discrepancy after Discount

Dear [Customer Name],

Thank you for bringing to our attention the discrepancy you noticed on your recent invoice, specifically regarding the discounted price for [product/service name]. We sincerely apologize for any confusion or inconvenience this may have caused.

Upon reviewing your account and the applied discounts, we discovered that the price discrepancy occurred due to [briefly explain the reason, e.g., a technical error in our billing system or misapplied discount code]. As a result, you were inadvertently charged [state the amount] instead of the correct discounted amount of [state the correct amount].

Please rest assured that we are taking immediate corrective action. We have processed an adjustment of [amount to be credited/adjusted], which will be reflected in your account within the next [number] business days. Attached you will find a revised invoice outlining the corrected details for your records.

We value your business and are committed to maintaining transparency in all our transactions. If you have any further questions or need additional assistance, please do not hesitate to contact us at [contact information].

Thank you for your understanding and continued trust in [Your Company Name].

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