

Date: [Insert Date]

[Client Name]  
[Client Position, if applicable]  
[Company Name]  
[Company Address]  
[City, State, Zip Code]

Dear [Client Name],

I am writing to sincerely apologize for the duplicate invoice you recently received from us regarding [briefly mention the transaction or invoice number/date if known, e.g., "Invoice #12345 dated June 1, 2024"]. We recognize that this oversight may have caused confusion and inconvenience, and we deeply regret the error.

Upon discovery of the mistake, we immediately initiated a review of our billing process to understand how the duplicate invoice was generated. Please rest assured that this was an unintentional error, and we have taken corrective measures to prevent it from happening again.

For your reference, please disregard the duplicate invoice and continue with your records as per the original invoice sent. Kindly let us know if you have made any additional payment as a result of this error so we can ensure a prompt resolution.

We value your business and appreciate your understanding and patience in this matter. If you have any questions or require further assistance, please do not hesitate to contact me directly at [Your Phone Number] or [Your Email Address].

Once again, please accept our apologies for any inconvenience caused. We are committed to providing you with accurate and reliable service at all times.

Thank you for your continued partnership.

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