

[Your Company Letterhead]

[Date]

[Recipient Name]

[Recipient Position, if applicable]

[Customer Company Name]

[Address Line 1]

[Address Line 2]

[City, State, ZIP]

Subject: Adjustment for Invoice Overcharge and Issuance of Credit Note

Dear [Recipient Name],

We would like to thank you for bringing to our attention the discrepancy found on Invoice #[Invoice Number], dated [Invoice Date]. After reviewing our records, we have confirmed that an overcharge of [Overcharged Amount/Description of Error] occurred due to [brief explanation of error, e.g., a clerical mistake or system error].

We sincerely apologize for any inconvenience this may have caused you or your organization. To promptly resolve this matter, we have issued Credit Note #[Credit Note Number] dated [Credit Note Date], in the amount of [Credit Amount], which you may apply toward your outstanding balance or future purchases.

Please find the attached copy of the credit note for your reference and records. Our accounting department has updated your account accordingly to reflect this adjustment.

Maintaining transparency and your trust is of utmost importance to us. We value your business and strive to ensure complete accuracy in all of our billing processes. If you have any questions regarding this adjustment, or if there is anything further we can assist you with, please do not hesitate to contact us at [Contact Information].

Thank you for your understanding and continued partnership.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Email]

[Contact Phone Number]