

Date: [Insert Date]

[Customer's Name]

[Customer's Address]

[City, State, ZIP Code]

Dear [Customer's Name],

Subject: Apology and Correction of Overcharged Invoice

We are writing to sincerely apologize for the error that occurred in your recent invoice (Invoice Number: [Insert Invoice Number]), dated [Insert Date]. Upon a thorough review of our records, we discovered that you were inadvertently overcharged due to a clerical error.

We deeply regret any inconvenience this mistake may have caused you. Maintaining transparency and accuracy in all our transactions is a priority at [Your Company Name], and we take full responsibility for this oversight.

To rectify this, we have issued a revised invoice reflecting the correct amount of [Correct Invoice Amount]. The difference of [Overcharged Amount] will be refunded to your original payment method within [number of business days] business days, or applied as a credit to your account, according to your preference.

Please find the corrected invoice attached/enclosed for your records. We encourage you to review it and let us know if you have any questions or if further clarification is needed.

Once again, we apologize for this inconvenience and greatly appreciate your understanding and continued trust in [Your Company Name]. Please feel free to contact us at [Contact Information] if you require any assistance.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]