

Apology Letter for Invoice Amount Discrepancy

Date: [Insert Date]

To:
[Customer Name]
[Company Name]
[Address]
[City, State, ZIP Code]

Subject: Apology for Invoice Amount Discrepancy

Dear [Customer Name],

We are writing to sincerely apologize for the discrepancy found in your recent invoice # [Invoice Number], dated [Invoice Date]. Upon reviewing our records, we have identified that the amount billed does not accurately reflect the services/products provided.

The discrepancy was due to [brief explanation of the cause, e.g., a clerical error, system oversight, etc.]. We understand how important accurate billing is to your business, and we deeply regret any inconvenience this may have caused.

We have already taken corrective action and attached the revised invoice for your reference. If you have already processed the payment, please let us know so we can promptly issue a credit or debit note as necessary. If further assistance or clarification is needed, please do not hesitate to contact us directly at [Contact Information].

Thank you for your understanding and for bringing this matter to our attention. We appreciate your continued partnership and assure you of our commitment to providing accurate and timely service in the future.

Sincerely,
[Your Name]
[Your Position]
[Your Company Name]
[Phone Number]
[Email Address]