

# Apology Letter for Sending Invoice to Wrong Customer

Date: [Insert Date]

To:  
[Customer Name]  
[Customer Address]

Subject: Apology for Sending Invoice in Error

Dear [Customer Name],

We are writing to sincerely apologize for an error that occurred on [insert date], in which an invoice intended for another customer was mistakenly sent to your attention. Please disregard the invoice number [insert invoice number] that you received, as it was not meant for your account.

We acknowledge the inconvenience this may have caused and want to assure you that this was an isolated incident resulting from a clerical error. Protecting your privacy and ensuring accurate transactions are our top priorities.

We have taken immediate steps to correct this mistake and have removed the incorrect invoice from our records. Please be assured that we are reviewing our procedures to prevent similar errors in the future.

If you have any questions or have incurred any inconvenience as a result of this error, please do not hesitate to contact us at [insert contact information]. Your trust is very important to us, and we appreciate your understanding in this matter.

Thank you for your patience and continued business.

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