

[Your Company Name]
[Company Address]
[City, State, ZIP Code]
[Phone Number]
[Email Address]

Date: [Date]

[Customer Name]
[Customer Address]
[City, State, ZIP Code]

Subject: Adjustment to Your Service Billing – Explanation of Differences

Dear [Customer Name],

Thank you for your continued trust in [Your Company Name]. We are writing in reference to your recent service invoice (Invoice No: [Invoice Number], dated [Invoice Date]), to clarify the adjustments made to your billing statement.

Upon review, we identified the following discrepancies/changes:

- **[Reason 1]:** [Briefly explain error, additional charge, discount, or refund. Example: An overcharge was applied to your previous invoice due to a system error.]
- **[Reason 2]:** [Briefly explain another adjustment reason if applicable.]

As a result, we have made the following adjustment(s) to your account:

Description	Amount
Original Invoice Amount	[Original Amount]
Adjustment(s)	[Adjustment Amount(s)]
Revised Total Amount Due	[Revised Amount Due]

Explanation:

[Clearly summarize the reason(s) for the adjustment(s) in one or two sentences. Example: The above adjustment reflects a refund for an incorrect late fee that was previously applied.]

We apologize for any inconvenience this may have caused and appreciate your understanding as we work to serve you better. Should you have any questions regarding this adjustment or require further clarification, please do not hesitate to contact us at [Customer Service Phone Number] or [Customer Service Email].

Thank you for your attention to this matter. We value your business and look forward to serving you in the future.

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