

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Subject: Formal Apology and Billing Correction

Dear [Customer Name],

We are writing to formally address and sincerely apologize for the recent oversight regarding the late correction to your invoice, reference number [Invoice Number], dated [Original Invoice Date]. We recognize the importance of accurate and timely billing, and deeply regret any inconvenience or confusion this may have caused.

Upon review, it came to our attention that there was an error in your previous billing statement. We understand how critical transparency and accuracy are to our valued customers, and we take full responsibility for this lapse. Please find attached the corrected invoice, reflecting the accurate charges and any necessary adjustments to your account.

As part of our ongoing commitment to superior customer service, we have implemented additional measures to strengthen our billing review processes and ensure such errors do not occur in the future. We greatly value your trust and are dedicated to providing clear and timely communication at all times.

Should you have any questions or require further assistance regarding this matter, please do not hesitate to contact our customer service team at [Contact Information]. Once again, we deeply apologize for any inconvenience this may have caused and greatly appreciate your patience and understanding.

Thank you for your continued partnership with [Your Company Name]. We look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Company Contact Information]