

Sample Adjustment Letter: Incorrect Invoice Billing Explanation

[Your Company Letterhead]

Date: [Insert Date]

To: [Customer Name]

Company: [Customer Company Name]

Address: [Customer Address]

Dear [Customer Name],

Subject: Adjustment to Invoice #[Invoice Number]

Thank you for bringing to our attention the discrepancies in Invoice #[Invoice Number], dated [Invoice Date]. We have carefully reviewed the invoice details, and we acknowledge that there was an error in the original billing.

Upon investigation, we discovered the following issues:

- Incorrect quantity billed for [Product/Service Name]: [Incorrect Quantity] instead of [Correct Quantity].
- Unit price discrepancy for [Product/Service Name]: [Incorrect Unit Price] instead of [Correct Unit Price].
- Any additional identified errors.

As a result, the original billed amount of **[Original Amount]** has been adjusted to reflect the correct amount of **[Corrected Amount]**. Please find attached the revised invoice for your reference.

We apologize for any inconvenience this may have caused and genuinely appreciate your prompt communication regarding this matter. Maintaining accuracy and transparency in our transactions is important to us, and we have taken steps to prevent such errors in the future.

Kindly confirm your acknowledgment of this adjustment, or let us know if you have any further questions. Should you need any assistance, please feel free to contact us at [Your Contact Information].

Thank you for your continued business. We look forward to serving you.

Sincerely,

[Your Name]

[Your Title/Position]

[Your Company Name]

[Contact Details]