

# Sample Apology Letter for Incorrect Billing Invoice

[Your Company Letterhead or Name]  
[Company Address]  
[City, State, ZIP Code]  
[Date]

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

Dear [Customer Name],

We are writing to sincerely apologize for the error on your recent billing invoice dated [Invoice Date], invoice number [Invoice Number]. We understand that accurate billing is essential to our relationship, and we regret any inconvenience this discrepancy may have caused.

Upon reviewing your account, we discovered that [briefly explain the nature of the billing error, e.g., "you were mistakenly charged for a service you did not receive"]. This mistake occurred due to [briefly explain the cause, if appropriate, e.g., "a data entry error within our system"].

To immediately resolve this matter, we have [state the corrective actions taken, e.g., "issued a corrected invoice and reversed the erroneous charges"]. Please find the amended invoice attached for your records. Should there be any adjustments or refunds required, these have been processed and will reflect in your account shortly.

We assure you that we have taken steps to prevent such issues from reoccurring, including [briefly state improvements or internal changes, e.g., "additional review procedures and staff training"]. Your satisfaction is of utmost importance, and we value the trust you place in us.

If you have any questions or require further assistance, please do not hesitate to contact us at [Contact Information] or reply to this letter.

Once again, we sincerely apologize for any inconvenience caused and appreciate your understanding.

Yours sincerely,  
[Your Name]  
[Your Position]  
[Company Name]