

Date: [Insert Date]

To: [Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

I am writing on behalf of [Your Company Name] to sincerely apologize for the recent error in the invoice we sent to you, invoice number [Invoice Number], dated [Invoice Date]. We understand the importance of accurate billing and regret any inconvenience this mistake may have caused you.

Upon reviewing our records, we discovered that the invoice contained incorrect details regarding [briefly specify the nature of the error, e.g., product quantity, price, services rendered, etc.]. This error occurred due to [briefly explain cause, e.g., a clerical oversight in our accounting department].

Please be assured that we have already taken corrective action by issuing a revised invoice, which is attached for your reference. If you have already made a payment based on the previous invoice, we will ensure the discrepancy is promptly rectified and any extra amount will be refunded or credited to your account as needed.

We are also reviewing our processes to prevent similar issues from occurring in the future. Your satisfaction is of utmost importance to us, and we greatly appreciate your understanding and patience regarding this matter.

If you have any questions or require further assistance, please feel free to contact me directly at [Your Phone Number] or [Your Email Address].

Thank you for your continued trust in [Your Company Name]. We value your business and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]