

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Subject: Adjustment of Invoice and Goodwill Discount

We sincerely appreciate your business and thank you for bringing the recent billing discrepancy on your invoice #[Invoice Number] to our attention.

After reviewing your account, we discovered an error in our initial billing related to [briefly describe the nature of the error, e.g., "an overcharge on item X"]. We apologize for any inconvenience this may have caused and understand the importance of accurate billing for our valued customers.

We have corrected the error and attached the revised invoice for your review. In recognition of the inconvenience and to demonstrate our commitment to your satisfaction, we are pleased to offer you a discount of [Discount Amount or Percentage] on the affected transaction. This discount has already been applied to your updated invoice.

Should you have any further questions or require additional assistance, please do not hesitate to contact our customer service team at [Contact Information].

Thank you for your understanding and for giving us the opportunity to correct this oversight. We value your trust and look forward to serving you again.

Sincerely,

[Your Name]

[Your Title/Position]

[Retailer Name]

[Contact Details]