

Date: [Insert Date]

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

Dear [Customer Name],

Subject: Adjustment of Price Due to Promotional Offer

Thank you for your recent purchase with [Your Company Name]. We value your business and strive to maintain complete transparency in our pricing and promotions.

We are writing to inform you that a **promotional offer** was applied to the product(s) you purchased on [Purchase Date]. Upon reviewing your order, we noticed that the promotional discount was not reflected in your original invoice.

To correct this, we have adjusted your billing to reflect the promotional price. The price difference of **[Insert Adjustment Amount]** has been **[refunded to your original payment method / credited to your account]**. An updated invoice is enclosed for your reference.

We apologize for any inconvenience this oversight may have caused and appreciate your understanding. Please feel free to contact our customer service team at [Customer Service Number] or [Customer Service Email] if you have any questions or require further assistance.

Thank you for choosing [Your Company Name]. We look forward to serving you again.

Sincerely,
[Your Name]
[Your Title]
[Your Company Name]