

[Your Company Letterhead]

Date: [Insert Date]
Invoice Number: [Original Invoice Number]
Customer Name: [Client Name]
Customer Address: [Client Address]

Dear [Client Contact Name],

We appreciate your continued business and thank you for your recent correspondence regarding Invoice #[Original Invoice Number], dated [Invoice Date]. After carefully reviewing your concerns and cross-checking the details with our records, we have identified a discrepancy in the original invoice concerning the service described as “[Invoiced Service Description]”.

Please accept our apologies for any inconvenience this may have caused. Our investigation revealed that the mentioned service was inadvertently included in the invoice, despite the fact that it was not delivered during the billing period of [Billing Period/Date]. The reasons for this oversight are as follows:

- The service in question was scheduled but subsequently canceled on [Service Cancellation Date].
- No associated labor, materials, or travel expenses were incurred for this service.
- Our internal tracking and billing system did not reflect the change before issuance of the invoice.

To correct this error, we have prepared an adjusted invoice, removing the charges for the unrendered service. The corrected invoice amount is as follows:

Description	Original Amount	Adjustment	Adjusted Amount
[Service Not Rendered]	[Original Service Cost]	- [Original Service Cost]	\$0.00
All Other Services	[Remaining Amount Due]		
Total Due			[Adjusted Total Amount]

A revised invoice reflecting these changes is enclosed/attached. Please disregard the previous invoice and remit payment for the adjusted total due. If you have already made payment in full, the overcharged amount will be promptly refunded or credited to your account.

We value your partnership and strive to maintain clear and transparent billing practices. If you have any further questions or require additional clarification, please feel free to contact me directly at [Your Phone Number] or via email at [Your Email Address].

Thank you for your understanding and attention to this matter.

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