

Date: [Insert Date]

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

Dear [Customer Name],

We sincerely apologize for the inconvenience caused by an error in your recent billing statement dated [Insert Original Invoice Date], reference number [Insert Invoice Number]. Upon review, we discovered that the amount charged was incorrect due to [briefly state reason if known, e.g., a technical error in our billing system].

The correct amount that should have been billed is **\$[Correct Amount]** instead of **\$[Incorrect Amount]**. Please find attached the revised invoice reflecting the accurate charges.

We deeply regret any confusion or inconvenience this may have caused. At [Your Company Name], we strive to maintain transparent and fair billing practices, and we are taking additional steps to ensure this type of error does not occur in the future.

If you have already paid the incorrect amount, we have processed a refund of **\$[Refund Amount]** to your account. If you have any questions or concerns regarding this adjustment, please contact our billing department at [Contact Information] so we may assist you further.

Thank you for your understanding and for your continued trust in [Your Company Name]. We value your business and are committed to serving you with integrity and accuracy.

Sincerely,

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