

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

Subject: Adjustment for Product Price Discrepancy

Thank you for your recent purchase/order with [Company Name]. We value your business and strive to provide accurate and transparent pricing at all times.

We are writing to inform you of a discrepancy that occurred regarding the price of [product/service name] on your recent invoice/order #[Order Number]. Upon review, we discovered that a system glitch inadvertently resulted in an incorrect price being displayed and charged.

Please accept our sincerest apologies for any confusion or inconvenience this may have caused. The price variation was entirely unintended and was caused by a temporary technical error in our pricing system. Our IT department has already identified and corrected the issue to prevent a recurrence.

To rectify this matter, we have **adjusted the price** on your order to reflect the correct amount. You will see the updated pricing and the corresponding credit/revised invoice attached to this letter. Rest assured, your billing information has been updated, and your account now accurately reflects the correct charges.

We truly appreciate your understanding and patience as we worked to resolve this situation. If you have any questions or need further assistance, please feel free to contact us at [Phone Number] or [Email Address].

Thank you for your continued trust in [Company Name]. We look forward to serving you again.

Sincerely,

[Your Name]

[Your Position or Department]

[Company Name]

[Contact Information]