

Apology Letter for Invoice Sent to Wrong Client

[Your Company Letterhead]

[Date]

[Client Name]

[Client Company Name]

[Client Address]

[City, State, ZIP]

Dear [Client Name],

We are writing to sincerely apologize for an error regarding our recent correspondence. It has come to our attention that an invoice intended for another client was mistakenly sent to your email address on [date of error]. We understand how such mistakes may cause confusion and inconvenience, and we are truly sorry for any concerns this may have caused.

The error occurred due to [briefly explain cause if appropriate, e.g., "a clerical oversight during our invoicing process"]. We take full responsibility for this mistake and are currently reviewing our procedures to ensure this does not happen again.

Please be assured that your privacy and confidential information are extremely important to us. The incorrect invoice did not contain any of your personal or company information, and we have taken steps to prevent similar incidents in the future.

The correct invoice for your account will be sent to you promptly. If you have already received it, please disregard the previous email.

Once again, we apologize for this oversight. Should you have any questions or require further assistance, please do not hesitate to contact me directly at [your phone number] or [your email address].

Thank you for your understanding and continued partnership.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]