

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

Thank you for bringing to our attention the price discrepancy you noticed on your recent order (Order #[Order Number]), dated [Order Date]. We sincerely apologize for any confusion or inconvenience this may have caused.

After thoroughly reviewing your order details, we acknowledge that there was an error in pricing on [describe the product/item or invoice line]. The correct price should have been [correct price], while you were charged [incorrect price].

To resolve this matter swiftly:

- We will issue a refund for the difference of [amount] to your original payment method within the next [number of business days] business days.
- An updated invoice reflecting the correct amount is enclosed for your records.

We value your business and are committed to delivering the highest standards of service. Please feel free to contact us at [Customer Service Phone Number] or [Customer Service Email] if you have any further questions or need assistance.

Thank you for your understanding and continued trust in [Your Company Name].

Sincerely,

[Your Name]

[Your Title/Position]

[Your Company Name]