

[Your Company Letterhead]

Date: [Insert Date]

[Recipient's Name]

[Recipient's Title/Position]

[Client's Company Name]

[Client's Address Line 1]

[Client's Address Line 2]

Subject: Adjustment to Invoice #[Invoice Number] – Price Discrepancy Explanation

Dear [Recipient's Name],

Thank you for bringing to our attention the price discrepancy noted on the shipping invoice #[Invoice Number] dated [Invoice Date]. We greatly value our business relationship and appreciate your diligence in reviewing the invoice details.

Upon thorough examination of your inquiry and our records, we have identified the cause of the discrepancy. The incorrect billing amount resulted from [briefly state reason, e.g., a miscalculation in the shipping weight, the inclusion of additional handling fees, or an error in applying the contractual rate]. Specifically, [provide detailed justification, e.g., "the original invoice reflected a charge based on a declared shipment weight of 1,200 kg; however, the actual weight, as verified by our logistics team, was 950 kg. This adjustment reflects our standard billing procedures as per our agreement dated [Agreement Date]"].

To resolve this matter, we have issued a revised invoice reflecting the correct amount of [corrected invoice amount], a detailed breakdown of which is enclosed for your reference. Please disregard the previous invoice and process payment using the new document.

We sincerely apologize for any inconvenience this may have caused and assure you that we are reviewing our procedures to prevent similar issues in the future. Should you require any further clarification or have additional questions, please feel free 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/Title]

[Your Company Name]

[Your Contact Information]

Enclosure: Revised Invoice #[Revised Invoice Number]