

Date: [Insert Date]

To: [Customer Name]

[Customer Address]

[City, State, ZIP Code]

Subject: **Apology and Adjustment for Overbilling on Invoice #[Insert Invoice Number]**

Dear [Customer Name],

We sincerely appreciate your business and thank you for bringing to our attention the billing discrepancy on your recent invoice #[Insert Invoice Number], dated [Insert Original Invoice Date].

After thoroughly investigating the matter, we have discovered that an overbilling error occurred on your invoice. Please accept our deepest apologies for any inconvenience or confusion this may have caused.

We have issued a corrected invoice, which accurately reflects the correct charges for the goods/services provided. The adjusted total amount is **[Insert Corrected Amount]**, which replaces the previously billed amount of **[Insert Incorrect Amount]**.

Please find the revised invoice attached for your records. If you have already made payment based on the incorrect invoice amount, we will promptly issue a refund or credit for the excess charge according to your preference.

Again, we apologize for the oversight and any inconvenience it may have caused. We value your business and are committed to maintaining the highest standards of accuracy and transparency in all our transactions.

If you have any further questions or require additional assistance, please do not hesitate to contact us at [Contact Information].

Thank you for your understanding and continued trust in our company.

Sincerely,

[Your Name]

[Your Title/Position]

[Company Name]

[Contact Information]