

Sample Formal Letter: Apology for Mistake in Invoice

[Your Company Letterhead]
[Company Name]
[Company Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]

[Recipient's Name]
[Recipient's Company Name]
[Recipient's Address]
[City, State, ZIP Code]

Dear [Recipient's Name],

Subject: Apology for Invoice Error and Issuance of Corrected Invoice

We sincerely apologize for the error in the invoice number [Incorrect Invoice Number], dated [Invoice Date], recently sent to you. Upon thorough review, we discovered a mistake regarding [briefly describe the error, e.g., the calculation of product quantities/the total amount charged/an itemized service].

Please find attached a corrected invoice number [Correct Invoice Number], reflecting the accurate charges and details. We kindly request that you disregard the previous invoice to avoid any confusion.

At [Your Company Name], we value accuracy and transparency and deeply regret any inconvenience this mistake may have caused. Please rest assured that we have implemented additional checks to prevent similar issues in the future.

Should you have any further questions or require assistance regarding this matter, please do not hesitate to contact us at [Contact Number/Email].

Once again, we apologize for the oversight and thank you for your understanding and continued partnership.

Yours sincerely,

[Your Name]
[Your Position]
[Your Company Name]