

Dear [Recipient's Name],

We hope this message finds you well. We are writing to express our sincere regret regarding a billing mistake that occurred on your recent invoice dated [Invoice Date].

Upon reviewing our records, we discovered that [briefly explain the mistake, e.g., "you were overcharged for the services rendered"]. We understand how important accuracy is and acknowledge the inconvenience this may have caused.

To rectify this matter, we have [describe the action taken, e.g., "issued a corrected invoice and processed the refund of the excess amount"]. You can expect to see this adjustment reflected in your account by [provide a timeframe, e.g., "the end of the week"].

Please accept our sincerest apologies for any confusion or inconvenience this may have caused. We appreciate your understanding and continued support.

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

Thank you for your patience.

Sincerely,
[Your Name]
[Your Position]
[Your Company]
[Your Contact Information]