

Freight Discrepancy Explanation

Dear [Recipient's Name],

I hope this message finds you well. I am writing to address a discrepancy we have encountered regarding the freight billing for our recent shipment with tracking number [Tracking Number]. We have noticed an error in the billing that we would like to clarify.

Upon reviewing the invoice dated [Invoice Date], it appears that the billed amount of [Billed Amount] does not accurately reflect the agreed-upon rates outlined in our contract. According to our records, the correct amount should be [Correct Amount]. This discrepancy arose due to [explanation of the reason for the discrepancy, e.g., incorrect weight calculation, shipping method, etc.].

We kindly request a review of this matter and a revised invoice reflecting the correct charges. Please let us know if you require any further documentation or additional information to assist in resolving this issue.

Thank you for your attention to this matter. We appreciate your prompt response so we can continue to maintain a smooth working relationship.

Sincerely,

[Your Name]

[Your Position]

[Your Company]

[Your Contact Information]