

Subject: Apology for Invoice Confusion

Dear [Recipient's Name],

I hope this message finds you well. I am writing to sincerely apologize for the confusion regarding the invoice [Invoice Number] sent on [Invoice Date]. It has come to my attention that there were discrepancies in the amounts listed and the services rendered.

Please rest assured that we are currently reviewing the details to clarify this issue and ensure that it is resolved as quickly as possible. We value your business and appreciate your understanding and patience in this matter.

If you have any further questions or need additional information, please do not hesitate to reach out to me directly at [Your Contact Information].

Thank you for your understanding, and I apologize for any inconvenience this may have caused.

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