

# Customer Service Apology for Invoicing Issues

Dear [Customer's Name],

We hope this message finds you well. We are reaching out to sincerely apologize for the invoicing issues you encountered regarding your recent transaction with us. We understand how frustrating this can be, and we are committed to resolving this matter promptly.

After reviewing your account, we discovered that [brief explanation of the issue]. We have taken the necessary steps to correct this error and ensure that your invoice reflects the accurate information.

As a token of our appreciation for your understanding, we would like to offer you [details of any compensation, if applicable]. Your satisfaction is our top priority, and we value your business greatly.

If you have any further questions or concerns, please do not hesitate to contact us at [contact information]. We are here to help and are ready to assist you in any way we can.

Thank you for your patience and understanding in this matter.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]