

# Subject: Acknowledgement of Incorrect Charge on Invoice

Date: [Insert Date]

[Your Name]  
[Your Position]  
[Your Company Name]  
[Your Company Address]  
[City, State, Zip Code]  
[Email Address]  
[Phone Number]

[Recipient Name]  
[Recipient Position]  
[Recipient Company Name]  
[Recipient Company Address]  
[City, State, Zip Code]

Dear [Recipient Name],

I hope this message finds you well. I am writing to acknowledge the receipt of your communication regarding the incorrect charge on invoice #[Insert Invoice Number].

After reviewing the details, we have indeed found that an error occurred in the billing process, and we sincerely apologize for any inconvenience this may have caused. We appreciate your bringing this to our attention.

We are taking immediate action to correct the invoice and ensure that the proper amount is billed. You can expect the revised invoice to be sent to you shortly.

If you have any further questions or require additional information, please do not hesitate to reach out to me directly.

Thank you for your understanding.

Sincerely,

[Your Signature if sending a hard copy]  
[Your Name]  
[Your Position]  
[Your Company Name]