

Apology Letter for Billing Discrepancy

Date: [Insert Date]

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

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

Dear [Recipient Name],

I hope this message finds you well. I am writing to sincerely apologize for the billing discrepancy that occurred on your recent invoice dated [insert date]. We strive to maintain the highest level of accuracy in our billing process, and I regret that we fell short in this instance.

Upon reviewing your account, it appears that [briefly explain the discrepancy]. We take this matter seriously and are committed to rectifying the issue promptly.

To ensure that this discrepancy is resolved, I have issued a corrected invoice and credited your account with [insert amount] to reflect the accurate charges. You should receive the updated invoice shortly.

Please rest assured that we are taking steps to prevent this type of issue from occurring in the future. Your satisfaction is very important to us, and we value your trust and partnership.

Thank you for your understanding and patience in this matter. If you have any further questions or concerns, please do not hesitate to contact me directly at [your phone number] or [your email address].

Sincerely,

[Your Name]
[Your Position]
[Your Company]