

Incorrect Billing Amount Apology Letter

[Your Name]

[Address]

[Letter date]

[Recipients Name]

[Address]

Subject: Subject of Letter -Optional

Dear [recipient's name],

We were reviewing our invoices, to make sure that we provide quality services to our customers and to keep an eye on any errors, as numerical errors are very easy and common to commit.

I was really embarrassed to discover an error on our invoice [number] which was send to you on [date]. On examining the invoice carefully, I found that we had charged you for [units] when actually the units purchased were [units]. I will be grateful if you can also review your records to confirm the amount of [units] purchased to avoid any misunderstanding regarding the amount payable.

We will issue you a new invoice and nullify the previous one. The details of the new invoice are as follows:

- [Enter Details]
- [Enter Details]
- [Enter Details]

I assure you that I will personally review all the invoices before they are send to you in future. Feel free to discuss any concerns regarding this error and I will be more than happy to assist you.

Sincerely,

[Your Name]

[Senders Title] -Optional-