[DATE]

Contact Name

Address

Address2

Country

City/Province

Postal Code

**RE: YOU ARE RIGHT - YOU DO NOT OWE US**

Dear [CLIENT NAME],

Please find enclosed a new statement which provides the details of your orders, and the balance due [AMOUNT].

We made an error on invoice [NUMBER]. The figure should have been [AMOUNT] instead of [AMOUNT]. The discount to which you were entitled on invoice [NUMBER] was not allocated which amounted to [AMOUNT].

We apologise for the initial error. Please be assured that further transactions with [YOUR COMPANY] are going to receive special attention from everyone going forward.

We look forward to your next order and thank you for your patience in this matter.

Sincerely,

[NAME]

[TITLE]

[CONTACT NUMBER]

[COMPANY EMAIL]