

Professional Apology Email

Subject Line:

Apology for the Oversight in Our Last Invoice

Salutation:

Dear Ms. Thompson,

Introduction:

I hope this message finds you well. I am writing to personally apologize for the oversight related to the invoice we sent last week. I understand how important accurate billing is and regret any inconvenience this has caused you and your team.

Body:

Upon reviewing our records, I found that the invoice dated [Date] was mistakenly overcharged due to an error in our billing system. Specifically, the charges included [describe the specific mistake, such as "an incorrect quantity of items billed" or "a charge for services not rendered"]. This is not up to our standards of accuracy and professionalism.

We have corrected the error and attached the updated invoice to this email.

Additionally, we are reviewing our invoicing processes to implement measures that will prevent such errors in the future.

Closing:

We value your trust and business, and I assure you that we are taking this matter seriously to ensure it does not happen again. If there's anything more we can do to make this right, please let us know. We are committed to restoring your confidence in our services.

Thank you for your understanding and patience. I am looking forward to continuing our business relationship.

Signature:

Warm regards,

John Doe

Customer Relations Manager

XYZ Corporation

Email: john.doe@xyzcorp.com

Phone: (123) 456-7890