[DATE]

Contact Name

Address

Address2

Country

City /Province

Postal Code

**RE: WE HAVE CREDITED YOUR ACCOUNT CORRECTLY NOW**

Dear [CLIENT NAME],

We have credited you for the amount of [AMOUNT] covered by invoice [NUMBER]. Thank you for letting us know about the error so quickly.

We had agreed on [NUMBER] days/months ago to put you on quarterly billing. Your next invoice is not due for [NUMBER] days.

Our Accounts Department has been reminded of the arrangement, and we can assure you that this will not happen again.

Please accept our apology for any inconvenience this has caused.

Sincerely,

[NAME]

[TITLE]

[CONTACT NUMBER]

[COMPANY EMAIL]