Date

Name

Address

Dear Mr. Steven,

Thank you for pointing out our mistake in the invoice (XXXX) sent to you on 20th July 2018 for the purchase of ten fans from our company ‘The Coolness’.

Our system was down on this particular day as we are in the process of automating our invoices. Due to human error and typing mistake, the amount was incorrectly mentioned as $500. As the correct amount is $300, we have canceled the previous invoice (Number # XXXX) when you notified us about the error. We are issuing a new invoice (Number # XXXX) and attaching it with this letter. Luckily, no bank notifications or rectifications are required as no deposits have been made yet.

You have been one of our important clients since the start of our operations and we highly apologize for the committed mistake. We have rectified it in our records and we assure you that any such mistake will not occur in the future.

Regards,

Ross Smith.