

[Your Company Name]
[Your Address]
[City, State, Zip Code]
[Date]

[Client Name]
[Client Address]
[City, State, Zip Code]

Re: Response to Billing Dispute - Invoice #[Invoice Number]

Dear [Client Name],

We are writing in response to your formal dispute dated [Date of Dispute Letter] regarding the charges on Invoice #[Invoice Number]. You have indicated that certain charges are unauthorized.

After a thorough review of our records and the signed agreement dated [Date of Contract], we must respectfully refute the claim that these charges were unauthorized. Our records confirm that the services/items in question were performed or delivered based on the following authorization:

- [List specific authorization point, e.g., Section 4 of the Service Agreement]
- [List specific request, e.g., Email request sent by your office on Date]
- [List proof of delivery/completion, e.g., Signed delivery receipt or project logs]

Based on this documentation, the charges totaling \$[Amount] are valid and remain due. We have attached copies of the relevant authorization documents for your reference.

To maintain your account in good standing, please remit the outstanding balance by [Date]. If you have further questions regarding these specific documents, please contact our billing department at [Phone Number] or [Email Address].

Thank you for your prompt attention to this matter.

Sincerely,

[Your Name]
[Your Title]
[Your Company Name]