

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

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

Re: Courtesy Adjustment for Invoice #[Invoice Number]

Dear [Customer Name],

Thank you for contacting us regarding the concerns you raised about Invoice #[Invoice Number], dated [Date of Invoice]. We appreciate the opportunity to review this matter with you.

While our records indicate that the original charges are accurate based on [mention service/product provided], we value your business and understand your perspective regarding [briefly mention the nature of the dispute].

As a gesture of goodwill and a one-time courtesy, we have applied an adjustment of \$[Amount] to your account. This reduces your total outstanding balance for this invoice to \$[New Balance].

Please find the revised invoice attached. We kindly request that payment for the remaining balance be made by [Due Date] to ensure your account remains in good standing.

We appreciate your continued partnership. If you have any further questions, please contact our billing department at [Phone Number] or [Email Address].

Sincerely,

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