

# CCS Insights: Letter - Invoice Dispute & Request for Credit Note

*Feel the CCS & Co Difference*

[Print on Company's Letterhead or insert Address]

<<Contact Name>>

<<Trading/Company Name>>

<<Address>>

<<Date>>

Dear <<Name of Contact>>,

**Re: Invoice Number <<XX>>**

We are writing to you to complain about the invoiced cost of RM<<XX>> for the above invoice in relation to <<details of goods/services>>.

Your original <<estimate or quotation>> dated <<XX.XX.XXXX>> was for RM<<YY>>. This was a fixed price for the <<details of goods/services>> and was the basis upon which we entered into a contract with you. A copy of the original <<estimate or quotation>> is enclosed herewith.

Your claim that the increase is due to <<describe relevant factors>> is not acceptable. We have to inform you that this has no bearing on our contract. At no time have we agreed with you that we would bear any additional costs due to such factors. Our contractual obligation is, therefore, only for the original price shown in your <<estimate or quotation>>.

Please send a revised invoice reflecting the agreed cost of the <<details of goods/services>> and a credit note for the above invoice.

Yours sincerely,

<<Name & Title>>

For and on behalf of <<Company Name>>

**For further consultation, please contact:**

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