

[Company Header/Logo]

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Notification of Rebate Invalidation - [Rebate Program Name/Reference Number]

Dear [Customer Name],

Thank you for your recent participation in our [Rebate Program Name].

We are writing to inform you that your rebate claim for [Invoice Number] has been declined. According to the terms and conditions of our rebate program, eligibility is contingent upon the timely payment of the associated invoice.

Our records indicate that the payment for Invoice [Invoice Number], dated [Invoice Date], was received on [Payment Date]. As this payment was received after the required due date of [Due Date], the transaction no longer qualifies for the rebate incentive.

Specifically, the program guidelines state: "[Quote relevant clause regarding on-time payment requirements]."

We value your business and encourage you to ensure future payments are made within the agreed terms to take full advantage of our promotional offers.

If you believe this is an error or if you have proof of timely payment that we may have overlooked, please contact our billing department at [Phone Number] or [Email Address].

Sincerely,

[Your Name/Department]

[Company Name]