

Date: [Insert Date]

To: [Hiring Manager Name]

[Client Company Name]

[Client Address]

Subject: Resolution of Invoice Dispute - [Invoice Number]

Dear [Client Contact Name],

Thank you for reaching out regarding invoice [Invoice Number] dated [Invoice Date] for the placement of [Former Candidate Name]. We acknowledge your concerns regarding the candidate's recent departure on [Date of Departure].

Per our signed service agreement, we understand that this placement did not meet the guarantee period requirements. In response to your dispute, we would like to offer a formal resolution through our replacement policy.

Our Proposal:

- **Search Restart:** We will immediately prioritize a new search to find a qualified replacement for the [Job Title] position at no additional recruitment fee.
- **Credit Application:** If a suitable replacement is not found within [Number] days, we will apply a credit of [Percentage/Amount] toward your next successful hire.
- **Invoice Suspension:** We will place a temporary hold on the disputed invoice while the replacement search is active.

Please confirm your acceptance of this replacement offer by replying to this email. Once confirmed, our team will schedule a brief call to update the candidate specifications and begin the sourcing process.

We value our partnership and are committed to ensuring you have the right talent for your team.

Sincerely,

[Your Name]

[Your Title]

[Your Agency Name]