

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

[Recipient Name]  
[Recipient Title]  
[Client Company Name]  
[Client Address]

RE: Response to Invoice Dispute - Invoice #[Invoice Number]

Dear [Recipient Name],

This letter is in response to your dispute regarding Invoice #[Invoice Number] for the placement of [Candidate Name]. We understand your concerns regarding the candidate's departure during the guarantee period.

According to our signed agreement dated [Agreement Date], the guarantee period is valid under specific terms. Our records indicate the following:

- Candidate Start Date: [Date]
- Candidate Termination/Resignation Date: [Date]
- Reason for Departure: [Reason]

Based on our review of the contract terms:

[Option 1: If credit/replacement is granted] We acknowledge that the departure falls within the guarantee period. We are prepared to [provide a replacement candidate at no extra cost / issue a credit note for the amount of \$Amount] as per the terms of our agreement.

[Option 2: If dispute is rejected] We are unable to honor the guarantee credit at this time because [State Reason, e.g., the invoice was not paid within the required timeframe / the termination was due to restructuring and not performance / notification was received after the guarantee window].

We value our partnership and would like to discuss this further to reach a mutually beneficial resolution. Please let us know when you are available for a brief call.

Sincerely,

[Your Signature]  
[Your Printed Name]  
[Your Title]