

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

[Date]

[HVAC Company Name]
[Billing Department]
[Company Address]
[City, State, Zip Code]

Subject: Request for Clarification on Invoice #[Invoice Number]

Dear Billing Department,

I am writing to request clarification regarding the invoice received on [Date] for HVAC repair services performed at [Service Address] on [Date of Service].

After reviewing the charges, I have the following questions regarding the billed amount:

- **Labor Charges:** The invoice lists [Number] hours of labor. However, the technician was on-site from [Start Time] to [End Time]. Could you please explain the discrepancy?
- **Parts and Materials:** There is a charge for [Name of Part/Material] in the amount of [Price]. I would appreciate a more detailed breakdown or a copy of the manufacturer's suggested retail price for this item.
- **Unspecified Fees:** I noticed a charge labeled "[Name of Fee]" for [Amount]. Could you please clarify what this fee covers?

I value the work performed by your team, but I would like to ensure the billing accurately reflects the services provided. Please provide a revised invoice or a written explanation for these items by [Date].

I have attached a copy of the original invoice for your reference. I look forward to resolving this matter promptly.

Sincerely,

[Your Signature]

[Your Printed Name]