

[Date]

[Customer Name]
[Customer Address]
[City, State, ZIP Code]

Dear [Customer Name],

Subject: Response to Your Request Regarding Cancelled Order [Order Number]

We sincerely apologize for the inconvenience caused by the cancellation of your recent order with us. We understand how important it is to receive your items on time, and regret any disruption this may have caused.

To address your concerns, we have thoroughly reviewed your case and our records. The order was cancelled due to [brief reason for cancellation, e.g., stock unavailability, payment issue, shipping constraints]. We completely understand your disappointment and would like to offer the following to make up for this situation:

- [Option 1: Replacement order with priority processing]
- [Option 2: Full refund]
- [Option 3: Discount/coupon for your next purchase]

Please let us know your preferred solution by replying to this letter or contacting our customer care team at [customer service email/phone number]. We are committed to ensuring your satisfaction and will expedite your chosen resolution as soon as we receive your response.

Your trust is very important to us, and we appreciate the opportunity to correct this situation. Should you have any further questions or require additional assistance, please do not hesitate to get in touch.

Thank you for your understanding and continued patronage.

Sincerely,
[Your Name]
[Your Position]
[Company Name]
[Contact Information]