

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

We are writing to address the recent cancellation of your order #[Order Number] placed on [Order Date]. We sincerely apologize for any inconvenience or disappointment this may have caused.

Upon reviewing the matter, we discovered that the order was cancelled in error due to a staff oversight. We understand how important it is for our customers to receive timely and accurate service, and we deeply regret falling short of your expectations.

Please rest assured that we are taking immediate action to rectify this situation. We have reinstated your order as a priority and are expediting the processing to ensure prompt delivery. Additionally, to demonstrate our commitment to your satisfaction, we are including a [discount/complimentary gift/free shipping-customize as applicable] with your order.

We have also conducted further staff training and revised our order handling procedures to prevent similar incidents in the future.

Your trust is very important to us. Thank you for your patience and understanding. Should you have any further questions or require additional assistance, please do not hesitate to contact me directly at [Phone Number] or [Email Address].

Again, we sincerely apologize for this mistake and appreciate your continued business.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]