

# Adjustment Letter for Cancelled Order Due to Payment Issue

[Your Company Letterhead or Logo]

**Date:** [Insert Date]

**Customer Name:** [Insert Customer Name]

**Customer Address:** [Insert Customer Address]

**Order Number:** [Insert Order Number]

Dear [Customer Name],

We appreciate your recent order with [Your Company Name]. However, we regret to inform you that your order referenced above has been **cancelled** due to an issue encountered with the payment process.

Specifically, we were unable to process your payment because [briefly explain the issue, e.g., "the payment was declined by your bank" or "the provided payment information was incomplete"]. We apologize for any inconvenience this may cause you.

If you wish to proceed with your purchase, we kindly ask that you review your payment details and submit a new order using an alternative payment method or by correcting the existing payment information. Our team is available to assist you should you need guidance through this process.

If a payment has already been made and you believe this cancellation is in error, please contact our Customer Service at [Phone Number] or [Email Address] so we can promptly resolve the issue.

Thank you for your understanding. We value your interest in our products and hope to serve you again soon.

Sincerely,

[Your Name]

[Your Title/Position]

[Your Company Name]

[Contact Information]