

Sample Adjustment Letter: Order Cancellation and Refund

[Your Company Letterhead]

Date: [Insert Date]

Order Number: [Insert Order Number]

Customer Name: [Insert Customer Name]

Address: [Insert Customer Address]

Dear [Customer Name],

We regret to inform you that your recent order (**[Order Number]**) placed on **[Order Date]** has been cancelled due to **[briefly state the reason, e.g., "the item being out of stock" or "payment processing issues"]**.

We apologize for any inconvenience this may have caused and appreciate your understanding in this matter.

Please be assured that your payment of **[Amount]** will be fully refunded. The refund will be processed through your original payment method within **[Number of days, e.g., "5-7 business days"]**. You will receive a confirmation email once the refund has been completed.

If you have any questions or require further assistance, please feel free to contact our customer service team at **[Customer Service Contact Information]**. We value your business and hope to serve you better in the future.

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Contact Information]