

Date: [Insert Date]

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

Subject: Apology and Adjustment for Cancelled Order

Dear [Customer Name],

This letter serves as an **apology and adjustment** for the recent cancellation of your order by our company. We sincerely regret any inconvenience caused and understand the disappointment this may have brought. Our team is committed to resolving the issue promptly by offering suitable alternatives or compensations as appropriate.

We value your trust and aim to restore your confidence in our services through transparent communication and effective resolution measures. Please accept our heartfelt apologies, and do not hesitate to contact us for further assistance regarding this matter.

As an adjustment, we are pleased to offer you [describe alternative solution, compensation, or discount if applicable]. We hope this will, in some way, alleviate the inconvenience and demonstrate our dedication to putting our customers first.

Should you have any questions or require further assistance, please do not hesitate to reach out to our customer support team at [Phone Number] or [Email Address]. We greatly appreciate your understanding and look forward to serving you better in the future.

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