

[Your Company Letterhead]
[Company Name]
[Company Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]

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

Subject: Adjustment Letter – Order Cancellation Following Shipment Delay

Dear [Customer Name],

We sincerely thank you for choosing [Company Name] for your recent purchase. We regret to inform you that, due to unforeseen circumstances resulting in a shipment delay, your order #/[Order Number] was not delivered within the expected timeframe.

We understand the disappointment and inconvenience caused by this delay. We take full responsibility for not meeting your expectations and want to assure you that this situation does not reflect our usual standard of service. The cause of the delay was [brief explanation of the circumstances, e.g., supply chain disruption, supplier issues, or logistical challenges].

Given the extended delay, we understand your decision to cancel the order. Please accept our sincere apologies for any inconvenience this may have caused. As a resolution, we have processed a full refund to the original payment method. You will receive a confirmation email and the refund should appear in your account within [number of days] business days.

Additionally, to demonstrate our commitment to your satisfaction, we would like to offer you a [discount/replacement/coupon – specify, e.g., 15% discount on your next order], should you choose to give us another opportunity in the future.

At [Company Name], we highly value your trust and look forward to serving you better in the future. If you have any questions or require further assistance, please do not hesitate to reach out to our customer service team at [customer service contact information].

Thank you for your understanding.

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