

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

Subject: Apology and Compensation for Cancelled Order #[Order Number]

We sincerely apologize for the inconvenience caused by the cancellation of your recent order #[Order Number] placed on [Order Date]. Regrettably, due to [briefly explain reason, e.g., "unexpected inventory shortages" or "supplier issues beyond our control"], we are unable to fulfill your order at this time.

We understand how disappointing this is, and we deeply value your trust in our company. As a gesture of our commitment to customer satisfaction, we would like to offer you [describe compensation-e.g., "a full refund, plus a 15% discount on your next purchase" or "free expedited shipping on your next order"]. If you prefer, we can also assist you in selecting a suitable alternative product currently in stock.

Rest assured, your refund will be processed within [number] business days, and you will receive a confirmation via email. Should you have any questions or require further assistance, please do not hesitate to contact our customer service team at [customer service phone number or email].

We truly appreciate your understanding and patience in this matter. Thank you for giving us the opportunity to resolve this issue and continue serving you in the future.

Sincerely,

[Your Name]

[Your Title/Position]

[Company Name]

[Contact Information]