

Sample Response Adjustment Letter for Order Cancellation Complaint

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for contacting us regarding the cancellation of your recent order (Order No. [Order Number]). We sincerely apologize for any inconvenience this may have caused.

After thoroughly reviewing your case, we found that the order was cancelled due to [briefly state the reason for cancellation, e.g., "an unexpected inventory shortage" or "a payment processing error"]. We understand how disappointing this situation must be and are truly sorry for the disruption to your plans.

To address your concerns, we have [explain the adjustment, e.g., "processed a full refund to your original payment method" or "issued a discount coupon of 20% off your next purchase"]. The refund/adjustment should be reflected in your account within [number] business days.

Please be assured that we are actively working to improve our processes and prevent similar issues in the future. Customer satisfaction is very important to us, and we value your continued trust.

If you have any further questions or require assistance, please feel free to contact us at [customer service phone number] or [customer service email].

Thank you for your understanding, and we hope to serve you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]