

## **Letter of Apology after Customer's Cancellation of Order**

**This package contains:**

1. Instructions & Checklist for Writing a Letter of Apology after a Customer's Cancellation of Order
2. Letter of Apology after a Customer's Cancellation of Order

## **Instructions & Checklist for a Letter of Apology after a Customer's Cancellation of Order**

- This package contains: (1) Instructions & Checklist for a Letter of Apology after a Customer's Cancellation of Order; and (2) Letter of Apology after a Customer's Cancellation of Order
  
- This form is designed to assist you in drafting a letter apologizing to a customer who has cancelled an order, and has blamed someone or something at your company for their decision to cancel.
  
- Be sure to include any "enclosures" mentioned in the letter. If there are no "enclosures" you may delete "Enclosure" from the bottom of the letter.
  
- Be sure to sign the letter and to make a copy before sending it out.
  
- Bracketed instructions may be included on this form to assist you in completing it and should be removed before printing. Generally in Microsoft Word, you can click on the bracketed instruction and start typing.
  
- These forms are not intended and are not a substitute for legal advice. These forms should only be a starting point for you and should not be used without consulting with an attorney first. An attorney should be consulted before negotiating any document with another party.
  
- The purchase and use of these forms, is subject to the Disclaimers and Terms of Use found at [findlegalforms.com](http://findlegalforms.com).

[Your Name]  
[Street Address]  
[City, State ZIP Code]  
[phone number - optional]  
[email address - optional]

September 8, 2009

[Name of Recipient]  
[Title]  
[Company Name]  
[Street Address]  
[City, State ZIP Code]

Dear [Name of Recipient]:

Thank you for your letter of [Date of Letter] and for taking the time and trouble to let us know the reasons why you wish to cancel your order. On behalf of our entire management team, I am writing to let you know how sorry we are that you experienced such difficulty in dealing with our customer service staff.

You're a valued, loyal customer, and we take this matter very seriously. We have called a special meeting of all management and customer service representatives to discuss the situation that you described in your letter, and have already made changes in our policies and procedures to ensure it doesn't happen again.

Please accept our apology.

Sincerely,

[Your Name]

Enclosures