To

[Customer’s Credentials]  
[Customer’s Address]  
[Date of Letter

Subject: Apology Letter for Cancellation of Order

Dear [Salutation], [Customer Name],

I hope this letter finds you in good health. We deeply apologize to you for the cancelation of your order [order number].

With due respect, it is stated that we will be unable to deliver your order [order number], due to a technical glitch. Pertaining to the COVID-19 situation, the area of our manufacturing unit has been sealed. Due to the ban, our staff cannot reach the manufacturing unit and it has been closed temporarily.

Keeping in view the security of our workers, we have decided to cancel all orders including yours. The payment of your order will be refunded to your account within 5 working days. We completely understand the inconvenience this may have caused you, but we promise you this would not happen again.

We request you to understand our situation. Looking forward to hearing from you for another order in future.

Regards,

[Representative credentials],

[Job position]  
[Company Name]  
[Company Address]