To,

[Recipient Name]  
[Business Name]  
[Address]

Subject: Apology Letter for Cancellation of Order [Order Number]

To whom it may concern,

I hope this letter finds you well. I am writing you this letter to express my regret over the cancelation of my order [order number].

It is informed with sincere apologies, that I have to cancel my order [order number], placed on [date of order]. I purchased 6 curtains from your home linen collection, with order IDs 678, 987, 098, 345,546, 190, and 632 respectively. Your similar items went on sale the very next day I ordered them. Therefore, I would apologize to you for canceling the previous order and I would like to proceed with a new order with a discounted price.

I had already paid $8000/- for the curtains through my credit card [card number], on [date of payment]. Since it is your company’s policy that the items other than sale can be exchanges, therefore, I would like to exchange the items with sale items, and please settle down my payment in that account. I hope you can refund the left-over amount into my account.

Looking forward to your response. Thank you for your consideration.

[Customer’s Name]