**To**

**[The Recipient Name]  
[Designation]  
[Company Name]**

**Subject: Apologizing for canceled services**

We are so sorry to inform you that your order placed on 15th August 20XX with order id A23 has been canceled due to quality issues.

Unfortunately, we could not ship the products that you have ordered because the products could not pass our company's quality assurance parameter. It is our responsibility to not send a low-quality product to our customers. Therefore, we had to cancel the order.

Please accept our sincere apologies in this matter. We can provide you with a voucher for the same amount you paid to us for the previous order so that you can make another purchase from our shop.

However, we can also process a refund on your request. The issuance of a voucher takes 24 hours and a refund can take up to 15 working days to process. Please let us know how you want us to serve you.

We will be so happy to serve you with our best services and high-quality products. Also, we assure you that this type of event will not occur again. Please feel free to contact our customer support team if you want any kind of assistance.

[Your Name]  
[Designation]  
[Company Name]

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_