**To**

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

**Subject: Request an order cancellation for [DETAIL]**

Respected sir,

We hope that you received our order (mention the order number) on 17th August 20XX. We are regretful to let you know that we no longer want to receive this order. As per the order details, you can see that it has been a long time since we placed the order. We have waited so long for you to execute the order. However, you did not execute it. We also sent you various emails to inquire about the order status but there was no satisfactory response from your side. Considering all this, we have decided to cancel the order and place a new order at a different store.

I know processing the cancellation of an order is not easy, especially when it has been shipped. However, we are feeling regret to tell you that we will no longer be in the position to receive this order and therefore, it would be so kind of you if you cancel the order and not waste your money on shipping.

We humbly request you cancel the order and process the refund.  Thank you so much for your consideration. We look forward to hearing from you soon.

[Your Name]  
[Designation]  
[Company Name]

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