

Purchase Order Cancellation **Letter to Customer**

ABC Widgets Inc.
1234 Industrial Way
Metropolis, State, 10101
support@abcwidgets.com
555-0101
November 2, 2024

Jane Doe
7890 Maple Street
Smalltown, State, 20202

Dear Ms. Doe,

Subject: Cancellation of Your Purchase Order PO78901

We regret to inform you that we must cancel your purchase order with the reference number PO78901, dated October 20, 2024. This decision was necessary due to a production halt caused by unforeseen supply chain disruptions affecting several key components of the Model X Widget.

We understand this news may cause inconvenience, and we sincerely apologize for the disruption. We are committed to ensuring our customers' satisfaction and here are a few options we hope can address the situation:

- **Option 1:** Offer a substitute product, the Model Y Widget, which retains many of the same features and is available at the same price.
- **Option 2:** Provide a revised timeline for when the Model X Widget could become available, which we currently estimate to be in approximately 8 weeks.

- **Option 3:** Issue a full refund for any payments made towards the order, which will be processed within 5 business days should you choose this option.

Please let us know how you would like to proceed regarding this matter. We value your business and appreciate your understanding as we navigate this unexpected situation.

For any queries or further assistance, please do not hesitate to contact us directly at 555-0101 or support@abcwidgets.com.

Thank you for your understanding and cooperation.

Sincerely,

John Smith
Customer Relations Manager
ABC Widgets Inc.
555-0101
support@abcwidgets.com