[DATE]

Contact Name

Address

Address2

City, State/Province

Zip/Postal Code

**RE: ACKNOWLEDGMENT OF CANCELLATION OF BACKORDER**

Dear [CONTACT NAME],

We have received your letter acknowledging your receipt of the items that we mailed to you. We also accept your instruction to cancel the shipment of those items which are back ordered.

In due course, we will be issuing you with a refund for your account as soon as we have completed the necessary paperwork.

We would like to take this opportunity to thank you for shopping with [YOUR COMPANY]. Our new [SPECIFY] catalogue will be sent out shortly, and I believe that you will be delighted by some of the attractive options that our buyers have made this season.

Thank you for your patience and understanding and for providing us with the opportunity to be of service to you.

Kind Regards,

[YOUR NAME]

[YOUR TITLE]

[YOUR PHONE NUMBER]

[YOUREMAIL@YOURCOMPANY.COM]