[DATE]

Contact Name

Address

Address2

City

State/Province

Zip/Postal Code

**RE: CANCELLATION OF UNFULFILLED ORDER**

Dear [CONTACT NAME],

**[SCENARIO 1]**

Our customer has informed us that s/he can no longer wait for the merchandise we ordered from you on [DATE].

We are therefore cancelling our purchase order [NUMBER], which was contingent upon delivery prior to [DATE].

Under the circumstances, we are certain that you will understand the necessity of our cancellation of this order.

**[SCENARIO 2]**

I am in receipt of your correspondence informing us that there will be a two-week delay in the shipment of the above-referenced merchandise.

This delay is unacceptable, and we are therefore cancelling our purchase order, number [NUMBER], for the above items.

Kind Regards,

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[YOUR NAME]

[YOUR TITLE]

[YOUR PHONE NUMBER]

[YOUREMAIL@YOURCOMPANY.COM]