Date

To

Recipient Name

Street Address, City, ST ZIP Code

Hello [Prospect name],

This letter is in response to your request for the cancellation of your order (reference number 123456). Kindly submit a written confirmation so that we can officially proceed with your request. Please go through the following details for verification.

As discussed during our telephonic conversation on Thursday, you wish to cancel the order that you placed last week with ABC Corporation. According to the company's policy, your advance payment will be refunded after a deduction of 15%. The process will take 3 to 5 business days after receiving your written confirmation.

You may contact the customer care in case of any queries.

Regards,  
Your name