To

[The Business Name]  
[Address]  
[Email]

From: [Business Name & Address]

RE: Response to termination of [XYZ] services owning to [XYZ]

We are writing to express our dismay at your request for the termination of our contract. We are deeply regretful for not coming up to your expectations.

We really looked forward to a long-term business relationship with you. However, the termination of our contract before the completion of the project has left our team feeling disheartened. If you had communicated your concerns to us, we would have been able to adjust our performance according to your requirements. We wish you would have given us a chance to continue and fulfill your demands.

However, we respect your decision and accept the termination of the contract. Still, in case you change your mind, please do contact us so that we can resume our services for you.

We look forward to hearing from you again.

[Your Name]  
[Designation]  
[Business Name]