

# Customer Order Cancellation Policy

Dear [Customer's Name],

Thank you for your recent order with us. We understand that circumstances can change, and you may need to cancel your order. Please find below our cancellation policy for your reference:

## Cancellation Terms

- You may cancel your order within [X] hours of placing it without any penalty.
- Cancellations after [X] hours may incur a fee of [Specify Amount].
- After an item has been shipped, cancellations are not possible.

## How to Cancel Your Order

If you wish to cancel your order, please contact our customer service at [Customer Service Email] or call us at [Customer Service Phone Number] as soon as possible.

## Refund Process

Upon successful cancellation, a refund will be processed to your original payment method within [X] business days.

We appreciate your understanding and support. If you have any further questions, please don't hesitate to reach out.

Sincerely,  
[Your Company Name]  
[Your Contact Information]