

Your Name  
Your Address  
City, State, Zip Code  
Email Address  
Phone Number  
Date

Customer Service  
Company Name  
Company Address  
City, State, Zip Code

Dear Customer Service,

I am writing to formally request the cancellation of my cross-border transportation service scheduled for [date of the service]. My booking reference number is [booking number].

Due to [brief reason for cancellation], I am unable to proceed with my travel plans. I would appreciate your assistance in confirming the cancellation of my booking and any applicable refund process.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,  
[Your Name]