

# Important Update Regarding Your Recent Purchase

Dear Valued Customer,

We hope this message finds you well. We are writing to inform you about an important update regarding a product you recently ordered from our online store.

Unfortunately, the product **[Product Name]** has been discontinued and will no longer be available. We understand that this may be disappointing news, and we sincerely apologize for any inconvenience this may cause.

As a result of this discontinuation, your order for **[Product Name]** will be canceled. If you have already been charged for this order, rest assured that a full refund will be processed to your original payment method within the next 5-7 business days.

If you would like assistance in finding a suitable replacement product or have any questions, please do not hesitate to contact our customer service team at **[Customer Service Email]** or **[Customer Service Phone Number]**.

Thank you for your understanding, and we appreciate your continued support.

Best regards,  
[Your Company Name]  
[Your Company Contact Information]