

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent service request. We appreciate your interest in our services and value your feedback.

After careful consideration, we regret to inform you that we are unable to fulfill your request at this time. This decision was made based on [brief explanation of the reason, e.g., company policy, service limitations, etc.].

We understand this may be disappointing and we want to assure you that your satisfaction is important to us. If you have any further questions or if there are alternative solutions we can explore with you, please do not hesitate to reach out.

Thank you for your understanding and for considering us for your needs. We hope to have the opportunity to assist you in the future.

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