

Dear [Customer Name],

We have received your request for the cancellation of your service with us. This letter serves as an acknowledgment of your cancellation request, dated [Date]. We are sorry to see you go!

As per our cancellation policy, you are entitled to a refund of [amount or policy details]. We have initiated the refund process, and you can expect to see the amount credited back to your original payment method within [number of days] business days.

If you have any questions or require further assistance, please do not hesitate to contact our customer service team at [customer service contact information].

Thank you for your understanding.

Sincerely,

[Your Company Name]

[Your Company Address]

[Your Company Contact Information]