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August 1, 1995

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Dear [recipient's name],

*Our Order No. [number]*

We regret that because of the extended delay in meeting the above order we have no choice but to request you cancel it.

Delays of this nature have, during the past [state time period] caused us great inconvenience and risked the goodwill of many of our clients.

This company's policy is to always place our customers first. We therefore are forced to take the above action to protect our good name.

Sincerely,

[Sign here]

[type your name here]

[type your job title here]