

Instruction: This is a model letter. Adapt to fit your facts and circumstances.

Return address:
Name
Address Line 1
Address Line 2
City, State Zip Code

Date

Name
Company
Address Line
City, State Zip Code

Re: Apology to Customer – Discontinuation of Requested Product

Dear :

We are sorry to inform you that your request for leather scented candles could not be filled. Due to an inadequate response from the consumer, we at name decided to discontinue the manufacturing of the leather scented candle.

We are sorry that we are unable to fulfill this request. We have included a copy of a catalog and a list of stores to assist you for future candle purchases. If you have any questions, please do not hesitate to contact us.

Sincerely,

N A M E