

March 21, 2010

Antonio Pudol  
122 Rizal Ave. Makati City  
Philippines

Dear Sir,

This is to acknowledge that the cancellation of your purchase order has been taken this matter to the management.

I do apologize about the misunderstanding that led to this cancellation. And as one of our valued customers, your satisfaction is our top priority. And let me assure that a problem of this nature does not happen again. Acceptance of our apology is highly appreciated.

Very truly yours,

(Name)