

I will keep you updated inform due to regarding regret to tell inconvenience concern
Would you consider an alternative solution Unfortunately

Email #1

Dear Mr Bondar,

I [REDACTED] [REDACTED] you that we have to cancel your order #256984 [REDACTED] [REDACTED] a problem with our supplier. We apologise for the [REDACTED] [REDACTED] [REDACTED] [REDACTED] a full refund is not possible. We can compensate only 60% of your payment.

[REDACTED] [REDACTED] such as credit towards a future purchase?

If there's anything else I can do in the meantime, please let me know how I can assist you! Thank you for your understanding.

Email #2

Dear team,

First, I want you all to know each and every one of you has worked diligently and admirably on our project for Tasco.

Unfortunately, I must [REDACTED] [REDACTED] you that the client has chosen to go in another direction and has thus ended the project. I know this may be cause for [REDACTED] [REDACTED] . While I cannot make any promises [REDACTED] [REDACTED] how this development will impact the team moving forward, [REDACTED] [REDACTED] as I learn more about the situation.

 **LIVEWORKSHEETS**