Dear \_\_\_\_\_\_\_\_\_\_\_\_\_\_,

This is to bring to your kind attention that we have recently cancelled our order regarding the purchase of \_\_\_\_\_\_\_\_\_\_\_\_\_\_(Product name) from your store. We have already made the payment in advance and now would appreciate if you could arrange for the refund of the same. The payment has been made via \_\_\_\_\_\_\_\_\_\_ (payment method) and the number is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (transaction number).

I would be very grateful to you if you could do the needful at the earliest as it is more than two months that we have not received our payment back. I would be obliged if you look into the matter personally and arrange my refund at the earliest.

Thanking you