TO

**[Receiver Name]**

**[Receiver Title]**

**ADDRESS: [Receiver Address]**

**EMAIL:** **[Email Address]**

**PHONE: [Home Phone]**

FROM

**[Sender Name]**

**[Sender Title]**

**Sub:** Letter to cancel a contract

To whom it may concern,

I entered into an agreement with your company on 10 December 20XX. At the time of purchase, I was advised by your representative that the contract included:

1. £5 cash back every month.
2. An option to reduce the service with no penalty after 3 months.

The above term(s) constitute an essential part of the contract and to date this has not been fulfilled. I am requesting your company to honor the contract within 14 days of the date of this letter. Otherwise, I will have no option but to cancel the contract without incurring penalties.

Therefore, I would request a refund of costs incurred arising from your breach:

1. The setup fee of £15.
2. The first two months' payments of £20 a month.

I look forward to your response within the 14-day deadline to resolve this matter amicably.

Yours faithfully,

Sam Hoolin