

Formal refusal due to poor service

Subject: Refusal to Pay Due to Unsatisfactory Services

Dear [Recipient's Name],

I regret to inform you that I cannot approve payment for Invoice [Invoice Number] dated [Date]. The services provided were not delivered as agreed in our contract dated [Contract Date]. Specifically, [state the problems, e.g., missed deadlines, substandard quality, or incomplete work].

As payment is conditional on proper service delivery, I must decline to release funds until the agreed terms are met. Please provide a detailed plan on how you intend to address these deficiencies.

Sincerely,

[Your Full Name]

[Title/Organization]

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