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Cancellation and refund SMS: confirming that an order was cancelled or the money returned

WhatsApp & APIs

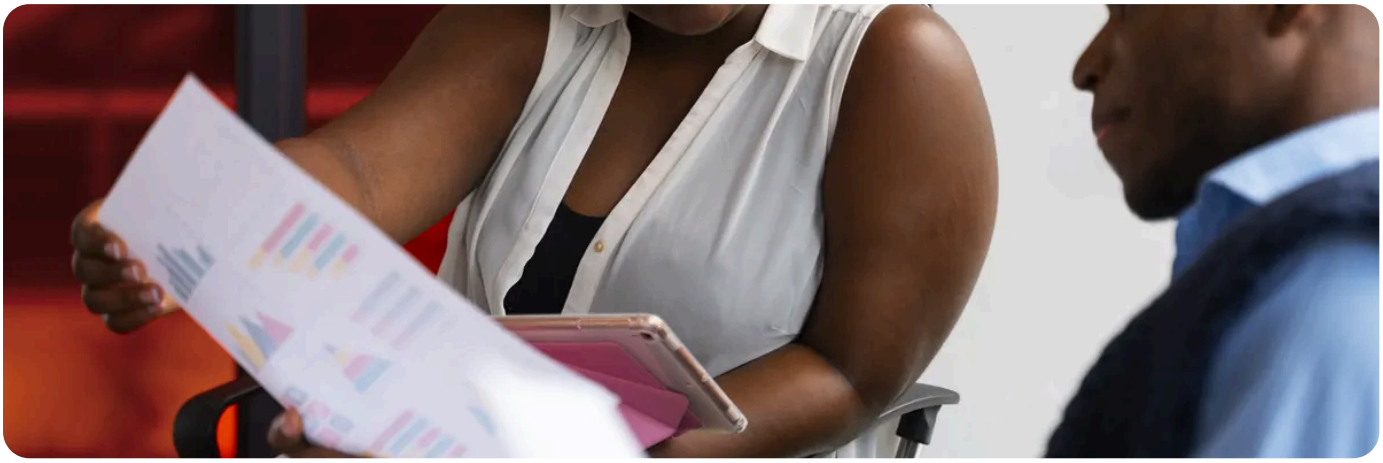
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Cancellation and refund SMS: confirming that an order was cancelled or the money returned

WhatsApp & APIs Created on **November 13, 2026** 3 min read



The short answer: when an order is cancelled or money is refunded, the customer wants to know **three things**: **that it is done**, **how much is coming back and how**, and **when**, under your company's rules. A short SMS, sent the moment your system records the cancellation or refund, saves a lot of calls from worried customers.

The messages, one by one

Moment	Example
Cancellation confirmed	`Order no. 8812 has been cancelled as requested. You will not be charged.`
Cancelled, out of stock	`Sorry: order no. 8812 was cancelled because the item is out of stock. Your money will be refunded.`
Refund started	`We have refunded 1,500 Kz for order no. 8812 to your original payment method. Allow up to 5 working days.`
Refund completed	`Your refund of 1,500 Kz for order no. 8812 is complete. Thank you for your patience.`

The time in the example is only an example.
Write the time your company really takes for each payment method. A deadline promised by SMS and then missed earns you a complaint.

When you are the one cancelling

If your company cancelled (out of stock, address outside the delivery area, payment declined), say **why** in one sentence and **what the customer can do**: pick another product, order again, call your team. Remember they cannot reply to the SMS: include a phone number, an e-mail address or your website.

Do not leave old messages behind

A cancellation often leaves texts still waiting: the delivery reminder, the collection notice. If your system scheduled them through the API with `send_at`, cancel them with `POST /v1/sms/messages/{id}/cancel` while they are still scheduled. If the credits had already been taken, they go back to the balance, and the answer says how many in `credits_returned`. A message that has gone out, or is going out, cannot be cancelled: the API answers `409` with `not_cancellable`.

1. **Your system records the cancellation** of the order.
2. **It looks up the scheduled texts for that order** (which is why you keep each one's `id`) and cancels them.
3. **It sends the cancellation SMS**, with its own `Idempotency-Key`, such as `order-8812-cancelled`.
4. **Later, when the refund is complete**, it sends the last message.

Sent the cancellation to the wrong person, or with the wrong amount?
A sent SMS cannot be deleted, but it can be corrected well: see **what to do after an SMS with a mistake**.

RECOMMENDED

Want cancellations and refunds to tell the customer on their own? See Transactional SMS.

See Transactional SMS →

SEE ALSO

- Order status SMS from confirmation to delivery: one message per stage, sent by your system
- Sent a transactional SMS with a mistake: what you can undo and how to send the correction
- Payment confirmation SMS: what to send the moment a payment or receipt is recorded
- SMS history and scheduling: statuses, filters and what happens when a message fails
- Writing transactional SMS: the key fact first, references and amounts, and one part only

Transactional SMS: order notices, confirmations and alerts your customers expect

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TAX ID (NIF)	500 260 5724
COMMERCIAL REGISTRATION NO.	26464-25/250724
REGISTERED OFFICE	Rua Direita do Patriota, Bairro Dangereux Belas, Luanda, Angola
CONTACT	info@interweb.ao · +244 942 011 191 · www.interweb.ao
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

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