

Subject: Action Required: Payment Failed for Order #[Order Number]

Dear [Customer Name],

Thank you for your recent order with [Retailer Name].

We are reaching out to let you know that we were unable to process your payment for order #[Order Number]. As a result, your order is currently on hold and has not yet been shipped.

Common reasons for payment failure include:

- Incorrect card details or billing address
- Expired credit or debit card
- Insufficient funds
- Bank security blocks

To ensure you receive your items as soon as possible, please update your payment information by clicking the link below:

[Update Payment Information](#)

If you prefer to use a different payment method, you can do so through the link provided. If we do not receive a successful payment within [Number] days, your order will be automatically cancelled.

If you have already resolved this issue with your bank or believe this is an error, please contact our support team at [Support Email Address] or [Phone Number].

Best regards,

The [Retailer Name] Team

[Website URL]