**Product Return Email Template**

*Subject line: Confirmation of [Product] Return.*

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

*Per our conversation on [date of product return conversation], we have processed a return of the [product purchased]. We’re disappointed this product didn’t meet your needs, but certainly understand.*

*Attached is a shipping label you can print and attach to the item so that you can ship it back to us free of charge.*

*Here are the 3 simple steps to follow:*

1. *Place [product] back into the shipping box it came in along with the original packaging*
2. *Print and attach the shipping label*
3. *Take it to your nearest [shipping partner, i.e. post office, UPS, etc.]*

*(Note: substitute the above with your own process)*

*As soon as we receive the returned item, we will issue a refund. Within [number of business days it takes for the customer to receive a refund], you will see a refund of [dollar amount] on your credit card.*

*We appreciate your business and hope you will consider us for future employee purchases.*

*Sincerely,*

*[Name, Position, Dept.]*

*[Phone Number, Website address]*