### **Refund Request Email Template**

Subject Line: Your [product or company] Refund Request

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

*Thank-you for contacting us to request a refund on your purchase of [name of product or service]*

*Our goal is for our products and services is to always meet the needs of our customers.*

*Because your request falls under our refund policy [briefly state refund policy, like ‘no questions asked refunds in 30 days’, etc.], we will gladly honor your decision.*

*We have processed your request and have issued a refund to your credit card company [customize this based on how they paid and how you process refunds]. It may take up to [number of days] to see this credit on your account.*

*Please let us know if you have any questions.*

*[Customer Service Rep Name, Title]*

*[Phone number, website address]*