

REFUND REQUEST

Subject: *[Customer Name's]* Refund Request for/to *[Product/Company name]*

Dear *[customer name]*,

Thank you for contacting us regarding your refund request on *[product/service name]*. We take pride in ensuring our (products or services) always meet our customers' needs.

We are happy to inform you your refund request falls within our policy and will be in processing upon *[# of days or after the customer completes a step such as shipping back the item]*.

You should expect to see *[\$]* added to (your credit card or bank account) within *[# days or # days after the product is shipped back]*. In the meantime, feel free to reach out using the contact information below if you have any questions, concerns, or something else I can assist with.

[Rep name, job title]

[Phone number, email address]

[Company web address]