PRODUCT OR SERVICE INQUIRY

**Subject: Response to *[Product/service name] [Pricing, payment, or feature]* Question**

Dear *[customer name]*,

Thank you for contacting us regarding your *[pricing, payment, or feature]* question for *[product/service name]*. We take pride in providing customers with the best answers to their questions.

Option 1: To answer your specific question, the *[product/service name]* costs *[details on price amount and/ or pricing method]*.

Option 2: To answer your specific question, the payment (plans or methods) we accept for *[product/ service name]* include *[list of payment plans or payment channels accepted]*.

Option 3: To answer your specific question, *[product/service name]* includes *[features, product usability attributes, customer experience elements, etc]. [Description of how those features can provide value or meet a specified need by the customer].*

I hope that answers your questions! In the meantime, feel free to reach out using the contact information below if you have any other questions, concerns, or something else I can assist with.

*[Rep name, job title]*

*[Phone number, email address] [Company web address]*

