

# 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]