

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]

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]

BILLING ERROR

Subject: Response to [Customer name] Billing Error

Dear [customer name],

Thank you for contacting us regarding the recent billing error. We sincerely apologize for the mistake and hope to remediate the issue as quickly as possible.

After a quick investigation, we found that [brief explanation on why the error took place].

To fix the problem, I have [brief explanation on how the issue was fixed], and you should see the [\$] excess amount refunded in [# days] or an updated invoice posted on your account.

In addition to resolving the billing issue, we'd like to offer you [product trial, discount, points, etc.] which are redeemable through [this link](#).

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]

POOR ONLINE REVIEW RESPONSE

Hello *[customer name]*, I just read your review and am very sorry for your recent experience. My name is *[rep name]*, *[job title]* at *[company name]*, and I thank you for bringing this to my attention.

I'd love the opportunity to gather more insights to improve our *[service or whatever the review complaint was about]* and ensure this situation never happens to other customers. If you could provide more details in [this link](#) or would like to contact me directly, we can discuss this further.

POSITIVE ONLINE REVIEW RESPONSE

Hello *[customer name]*, thank you so much for posting your kind review! We always strive to take positive feedback in hopes of replicating it for all of our customers.

My name is *[rep name]*, *[job title]* at *[company name]*, and I'd love the opportunity to gather more insights into what made your experience wonderful so we can give credit to our staff where credit is due. If you could provide more details on *[something they said regarding their experience]* in [this link](#) or would like to contact me directly, we can discuss this further.

CUSTOMER ISSUE RESOLUTION

Subject: *[Customer Name's]* Issue Has Been Resolved

Dear *[customer name]*,

Thank you for contacting us regarding your *[issue type]* and remaining patient during this process. We take pride in ensuring prompt customer service resolution for our customers.

We are happy to inform you that your *[issue type]* has been fully resolved and we *[what you did to resolve the issue]*.

We apologize for any inconvenience this may have caused. 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]

WEBSITE OR APP DOWN COMPLAINT

Subject: *[Customer Name's]* Online Service Down

Dear *[customer name]*,

Thank you for bringing this problem to our attention, we've had a few others report similar issues and have our development team on the case.

We apologize for any inconvenience this may have caused and expect to have the *[website, online service, or application]* up and running within *[time duration]*.

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]

CUSTOMER DIDN'T RECEIVE PRODUCT

Subject: *[Customer Name's]* Product Replacement

Dear *[customer name]*,

Thank you for bringing this problem to our attention. We are so sorry for any inconvenience this may have caused.

After researching the matter, we found the package didn't arrive because *[the reason the product wasn't delivered]*. To resolve the issue, we have shipped out a replacement of *[product name]* that we expect to arrive *[estimated arrival date]* and can be tracked using the [tracking number link here](#).

In addition to resolving the billing issue, we'd like to offer you *[product trial, discount, points, etc.]* redeemable through [this link](#). 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]

WRONG PRODUCT RECEIVED

Subject: *[Customer Name's]* Wrong Product Received

Dear *[customer name]*,

Thank you for bringing this problem to our attention. We are so sorry for any inconvenience this may have caused.

After researching the matter, we found the package didn't arrive because *[the reason the wrong product was received]*.

Option 1: To resolve the issue, we ask that you ship back the incorrect item by following these instructions *[describe how to send it back]*.

Once we receive the *[incorrect product name]*, we will ship out the correct product which you should receive within *[time duration]* days.

Option 2: Since the error was on our end, feel free to keep the *[incorrect product name]*. We've shipped out the correct *[product name]* that we expect to arrive *[estimated arrival date]* and can be tracked using the [tracking number link here](#).

In addition to resolving this issue, we'd like to offer you *[product trial, discount, points, etc]* redeemable through [this link](#). 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]

ANSWERS TO FAQs

Subject: *[Customer Name's] Question on [what they asked about]*

Dear *[customer name]*,

Thank you for reaching out regarding *[topic of questions]*.

We get this question quite often and here's our best answer:

[Answer question]

For additional information and answers to common questions, I invite you to check out our Frequently Asked Questions (FAQ) page using [this link](#).

I hoped this helped and 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]

NEGATIVE EXPERIENCE WITH ACCOUNT MANAGER

Subject: *[Customer Name's]* Issues with Account Manager

Dear *[customer name]*,

Thank you for reaching out regarding the *[issue type]* with your account manager.

We are very sorry for any inconvenience this person has caused you thus far. We're ready to resolve the issue as quickly as possible. If you could provide more details in [this link](#) or would like to respond to this message directly, we can discuss this further and ensure this problem doesn't become a recurring issue.

In the meantime, we are prepared to transfer your account responsibilities to *[new account manager name]*, pending your approval. *[Account manager name]* has a proven record of *[attributes or positive experience]* in providing our clients with top-tier support.

I hope this helped, and 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]

B2B PRODUCT OR SERVICE PROCESS ERROR/MISTAKE

Subject: *[Customer Name's] Issues with [product or service name]*

Dear *[customer name]*,

Thank you for reaching out regarding the *[issue type or problem]* with *[software, product, or service name]*.

We are sorry for any inconvenience this has caused your business and are ready to resolve the issue as quickly as possible.

After looking into it further, we discovered the *[system error, processing error, service mistake, etc]* was a result from *[what caused the issue]*. This is a common occurrence in our industry and not one we take lightly.

Option 1: To fix the issue, we'll need *[something or a piece of information]* from you. Please upload *[information, data, documents, etc]* by *[describe how they can send you the items needed]*

Option 2: We are happy to say we have fixed the problem by *[explanation on how it was fixed]*. (You or We) should now be able to *[explain what you or the customer can now do as a result of fixing the problem]*.

I hope this helped. 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]

RESOURCES & KNOWLEDGE BASE QUESTIONS

Subject: *[Customer Name's]* Knowledge Base Question

Dear *[customer name]*,

Thank you for reaching out regarding *[topic of questions]*.

We get this question quite often and here's our best answer:

[Answer question]

For additional information on *[application or online service name]*, I invite you to check out our knowledge base page using [this link](#). There are detailed tutorials, a community forum, FAQ pages, videos, and product documentation that can help you navigate through all the features, integrations, and use cases.

I hope this helped. 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]