

Adjustment Letter Sample with Refund

[Your Company Letterhead]

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for bringing to our attention the issue you experienced with your recent purchase of [Product Name], order number [Order Number]. We sincerely apologize that the product did not function as promised and regret any inconvenience this may have caused you.

At [Company Name], we strive to deliver the highest quality products and customer service. Upon reviewing your complaint, we have determined that a refund is the most appropriate solution in this situation. Accordingly, we have processed a full refund of [Refund Amount] to your original method of payment. Depending on your financial institution, the amount should appear in your account within [number] business days.

To help us further improve our products, we would appreciate it if you could return the faulty item. Please use the pre-paid return label enclosed with this letter to send the product back to us at your earliest convenience.

We value your feedback and hope to have the opportunity to serve you better in the future. If you have any questions or need further assistance, please contact our customer service team at [Phone Number] or [Email Address].

Once again, we apologize for any inconvenience this has caused and thank you for giving us the opportunity to resolve this matter.

Sincerely,

[Your Name]

[Your Position]

[Company Name]