

Online Purchase Complaint Letter Template for Partial Refund

This **online purchase complaint letter template for partial refund** provides a clear and professional format for customers to formally request a partial refund due to issues such as damaged products, incorrect items, or unsatisfactory quality. The template helps articulate the nature of the complaint, specify the desired resolution, and maintain a polite yet assertive tone, ensuring effective communication with the seller or customer service representative. Using this template can streamline the refund process and increase the chances of a favorable response by presenting the complaint in a structured and respectful manner.

Template

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

[Date]

[Seller's Name or Customer Service Department]

[Company Name]

[Company Address]

[City, State, ZIP Code]

Subject: Request for Partial Refund – Order #[Order Number]

Dear [Seller's Name or Customer Service],

I am writing to formally request a partial refund for my recent purchase made on [Purchase Date] through your online store. The order number is **[Order Number]**.

Unfortunately, upon receiving the item(s), I noticed the following issue(s):

- [Briefly describe the issue, e.g., product was damaged, incorrect item received, poor product quality, etc.]

Due to this/these issue(s), I believe a partial refund is warranted. According to your refund policy and as a gesture of good customer service, I kindly request a partial refund of [specify amount or percentage, if appropriate].

I have attached pictures and documentation to support my claim.

I appreciate your swift attention to this matter and look forward to your prompt response. If you require any more information, please do not hesitate to contact me at [your email or phone number].

Thank you for your understanding and cooperation.

Sincerely,

[Your Name]