

# Adjustment Letter for Returned Merchandise Not as Described

[Your Company Letterhead]

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for contacting us and returning the item(s) from your recent purchase, order number [Order Number]. We have received your return and carefully reviewed your concern that the merchandise was not as described.

Please accept our sincere apologies for any inconvenience or disappointment this may have caused. At [Company Name], we strive to provide our customers with products that meet or exceed expectations, and we are sorry that we did not achieve this in your recent experience.

After reviewing your case, we have processed the following adjustment to resolve the matter:

- ☐ A full refund has been issued to your original method of payment.
- ☐ A replacement item meeting your specifications has been shipped to you at no additional cost.
- ☐ A store credit in the amount of \$[Amount] has been applied to your account.

We appreciate your feedback, as it helps us improve our quality control and service. Your satisfaction is very important to us, and we hope this resolution meets your needs.

If you have any further questions, please contact us at [Customer Service Email] or [Customer Service Phone Number]. We look forward to serving you again.

Sincerely,

[Your Name]

[Your Title]

[Company Name]