

Adjustment Letter Sample for Refund Request

[Your Name]
[Your Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]

[Recipient Name]
[Title/Position, if known]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Request for Refund Due to Faulty Product Delivery (Order #[Order Number])

Dear [Recipient Name],

I am writing to formally request a refund for a recent purchase (Order #[Order Number]) made on [Order Date] through your website/store. Upon receiving the delivery on [Delivery Date], I noticed that the product, [Product Name/Description], was faulty due to the following issues:

- [Briefly describe issue 1, e.g., malfunction/non-operational]
- [Briefly describe issue 2, if applicable, e.g., physical damage / missing parts]

I have attached/supporting documentation, including photographs of the faulty product and a copy of my purchase receipt, for your reference.

Given the circumstances, I kindly request a full refund for the above-mentioned order. If a replacement product is available, I am open to discussing an exchange as an alternative solution. I would appreciate it if you could initiate the refund process at your earliest convenience and provide guidance on returning the defective product, if necessary.

I look forward to your prompt response and a resolution to this matter. Thank you for your attention and assistance.

Sincerely,
[Your Name]