

Business Letter Template: Partial Refund Request for Unsatisfactory Service

Your Name

Your Address

City, State ZIP Code

Email Address

Phone Number

Date

Recipient Name

Recipient Title

Company Name

Company Address

City, State ZIP Code

Dear [Recipient Name],

I am writing to formally address my recent experience with your company regarding the service provided on [date of service], as per invoice/order number [invoice/order number].

Unfortunately, the service did not meet the standards that were outlined at the time of agreement. Specifically, [provide a concise and factual description of the issues encountered, e.g., delays in delivery, incomplete or substandard work, etc.]. I have attached relevant documents/photos to support my statements, where applicable.

Given these circumstances, I kindly request a partial refund to reflect the unsatisfactory elements of the service. Based on the nature and extent of the issues, I believe a refund of [specify amount or percentage, if applicable] is reasonable. I trust this request aligns with your commitment to customer satisfaction and maintaining a positive business relationship.

I appreciate your attention to this matter and look forward to a prompt resolution. Please let me know if further information is required.

Thank you for your understanding and cooperation.

Sincerely,

[Your Name]