

# 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]