

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

**To:** [Customer Name]  
[Customer Address]  
[City, State, ZIP Code]

**Subject: Customer Complaint Adjustment and Refund Itemization**

Dear [Customer Name],

Thank you for bringing your recent concerns regarding your purchase (Order # [Order Number], dated [Order Date]) to our attention. We truly value your feedback and sincerely apologize for any inconvenience this experience may have caused.

After thoroughly investigating your complaint, we have identified the issues and have taken the necessary steps to resolve the matter. As a demonstration of our commitment to excellent customer service, we are issuing you a refund for the affected items/services, as detailed below:

Item/Service	Quantity	Amount per Unit	Refund Amount
[Item/Service 1]	[Qty 1]	[\$Amount per Unit 1]	[\$Refund 1]
[Item/Service 2]	[Qty 2]	[\$Amount per Unit 2]	[\$Refund 2]
Total Refund			[\$Total Refund]

The total refund of **[\$Total Refund]** will be processed to your original payment method within [Number of Days] business days. If you have any questions or require further assistance, please do not hesitate to contact our customer care team at [Customer Service Phone] or [Customer Service Email].

Once again, we apologize for any inconvenience caused and appreciate your patience and understanding as we resolve this matter. Thank you for allowing us the opportunity to serve you better.

Sincerely,  
[Your Name]  
[Your Position]  
[Your Company Name]