

Sample Business Letter: Request for Subscription Fee Refund After Service Failure

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

[Recipient Name]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Request for Subscription Fee Refund Due to Service Failure

Dear [Recipient Name],

I am writing to formally request a refund for my subscription fee for [Service Name], account number [Your Account Number], due to unsatisfactory service performance and breach of the agreed service terms.

As a subscriber since [Subscription Start Date], I have consistently expected and appreciated the value your service promised. However, over the period from [Date Service Issues Began] to [End Date or ~~represent~~], I have encountered significant interruptions and failures, specifically [briefly describe the nature of the service failure, e.g., prolonged downtime, lack of access, or features not functioning as advertised]. These issues are well documented in the attached correspondence and support tickets ([reference ticket numbers, if any]).

The terms and conditions outlined in our subscription agreement, particularly sections [list relevant sections on guaranteed service levels, support response, etc.], have not been met. Despite my attempts to resolve the situation through your customer support channels, a lasting solution has not been provided.

Given the extent and impact of these service failures, I respectfully request a full refund of my subscription fee of [state amount, e.g., \$XX.XX], paid on [date of payment]. I believe this request is fair considering the disruption and inconvenience caused.

I request that the refund be processed within [reasonable time frame, e.g., 14 business days] from the date of this letter. Please inform me at your earliest convenience regarding the initiation of the refund process or if further information is required from my side.

I would appreciate your prompt attention to this matter and look forward to an amicable resolution. Thank you for your understanding.

Sincerely,
[Your Name]