

Partial Refund Adjustment Letter Template

[Your Company Letterhead or Logo]

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for bringing to our attention the issue you experienced with your recent purchase of [Product Name/Description, Order Number, or Invoice Number]. We sincerely apologize for any inconvenience this has caused.

After reviewing the information and evidence you provided regarding the defect, we acknowledge that the merchandise did not meet our expected quality standards.

To address this matter and express our commitment to your satisfaction, we are offering you a partial refund in the amount of [Specify Amount or Percentage], which will be credited to your original method of payment within [Time Frame, e.g., 5-7 business days].

There is no need to return the defective merchandise; however, please let us know if you require further assistance or wish to discuss alternative resolutions (such as a full replacement or other compensation).

We appreciate your business and your understanding in this matter. If you have any questions or need additional support, please do not hesitate to contact us at [Contact Information].

Thank you for giving us the opportunity to make this right.

Sincerely,

[Your Name]

[Your Title/Position]

[Your Company Name]

[Contact Information]