

Customer Complaint Letter Template for Refund

This **customer complaint letter template for refund** provides a structured and professional way for customers to formally request a refund due to unsatisfactory products or services. It includes key elements such as a clear description of the issue, details of the purchase, the reason for requesting a refund, and a polite yet assertive tone to effectively communicate the complaint. Using this template helps customers ensure their concerns are heard and increases the likelihood of a prompt and favorable resolution from the company.

Template

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

[Customer Service Department]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Request for Refund – Order #[Order Number]

Dear [Customer Service Manager/Recipient Name],

I am writing to formally request a refund for the [product/service name] that I purchased on [purchase date] from your [store/website]. My order number is [Order Number]. Unfortunately, the product/service did not meet my expectations due to the following issue(s):

- [Briefly describe the issue: defective product, poor quality, missing items, delayed delivery, etc.]

Despite my efforts to resolve the issue (such as contacting your support or requesting a replacement), the situation remains unsatisfactory.

According to your refund policy, I believe I am eligible for a full refund. I kindly request that the refund be processed to my original payment method within [state a reasonable timeframe, e.g., 14 days]. I have attached copies of my proof of purchase and any related correspondence for your reference.

I would appreciate your prompt attention to this matter. Please confirm receipt of this letter and inform me of the next steps toward receiving my refund.

Thank you for your attention.

Sincerely,
[Your Name]