

## Sample Adjustment Letter: Refund for Unsatisfactory Service

[Your Company Letterhead]

Date: [Insert Date]

Customer Name: [Customer's Full Name]

Address: [Customer's Address]

City, State, ZIP: [City, State, ZIP Code]

Dear [Customer's Name],

Thank you for bringing your recent experience with our service to our attention. We appreciate the opportunity to address your concerns, and we sincerely apologize for any inconvenience you encountered.

After thoroughly reviewing your case, we acknowledge that the service provided on [date of service] did not meet the high standards we strive to maintain. Please accept our apologies for this shortcoming.

In recognition of the inconvenience you experienced, we are issuing a full refund for the amount of [refund amount], which was charged to your account for the service. The refund has been processed and should reflect in your original payment method within [number] business days.

We highly value your feedback and are committed to making the necessary improvements to avoid similar situations in the future. If you have any further questions or require additional assistance, please do not hesitate to contact our customer service team at [customer service phone number] or [customer service email address].

Once again, we apologize for any inconvenience caused and thank you for giving us the opportunity to make this right. We look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Title/Position]

[Company Name]

[Contact Information]