

Sample Adjustment Letter with Credit Note for Returned Merchandise

Date: [Insert Date]

To:

[Customer Name]
[Customer Address]
[City, State ZIP Code]

Subject: Credit Note for Returned Merchandise â€“ [Order/Invoice Number]

Dear [Customer Name],

We acknowledge receipt of the merchandise returned to us on [return date], as referenced by your order/invoice number **[Order/Invoice Number]**. We appreciate you notifying us regarding your concerns and arranging for the return.

Upon inspection, the following item(s) have been received in good condition:

- [Product Name 1] â€“ [Quantity]
- [Product Name 2] â€“ [Quantity]

Reason for return: [Briefly state reason, e.g., defective item, incorrect product, etc.]

In response, we have processed a credit note in your favor for the total amount of **\$[Credit Amount]**. Please find the attached Credit Note No. **[Credit Note Number]** for your records. The credited amount will be applied to your account immediately and may be used toward future purchases or to offset outstanding balances.

We value your business and apologize for any inconvenience you may have experienced. Should you have any further questions or require assistance, please do not hesitate to contact our customer service department at [Contact Details].

Thank you for your cooperation and understanding.

Sincerely,

[Your Name]
[Your Position]
[Company Name]
[Company Contact Information]