

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Subject: Acknowledgment of Receipt of Refund Request

Dear [Customer Name],

We would like to confirm that we have received your refund request regarding [brief description of the product, service, or transaction, e.g., "Order #12345 placed on May 1, 2024"]. Thank you for bringing this matter to our attention.

Please be assured that our team is currently reviewing your request. We are committed to providing a prompt and fair resolution. You can expect an update or the refund to be processed within [number of days, e.g., "7-10 business days"].

If we require any additional information, a member of our customer service team will contact you directly using the details you provided. In the meantime, should you have any questions or need further assistance, please feel free to contact us at [customer service phone number] or [customer service email address].

We appreciate your patience and understanding during this process. Thank you for choosing [Your Company Name].

Sincerely,

[Your Name]

[Your Job Title]

[Your Company Name]

[Contact Information]