

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP]

Dear [Customer Name],

Thank you for contacting us regarding your recent purchase and your request for a refund. We appreciate the opportunity to address your concerns and clarify our refund policy.

Our Refund Policy

- **Eligibility:** Refunds are granted for purchases returned within **30 days** of the original purchase date. All products must be unused and in their original packaging, accompanied by the receipt or proof of purchase.
- **Non-Refundable Items:** Items that are marked as non-returnable, clearance, gift cards, and personalized products are not eligible for refunds.
- **Submission Process:** To request a refund, please complete our [Refund Request Form](#) and attach supporting documentation (e.g., receipt, product photos if damaged).
- **Timeline:** Once we receive your refund request, our team will review your submission within **5-7 business days**. If approved, refunds will be processed to your original method of payment within an additional **7-10 business days**.
- **Shipping Costs:** Refunds cover the product price only. Original shipping charges are non-refundable unless the refund is due to our error or a defective product.

Please review the above conditions to ensure your request meets our policy requirements. If your return meets the eligibility criteria, kindly submit the required form and documentation so we can process your request promptly.

Should you have any additional questions or require further assistance during this process, please do not hesitate to contact our Customer Service team at [Customer Service Email] or [Customer Service Phone Number].

We value your business and are committed to resolving your concerns as efficiently as possible.

Sincerely,

[Your Name]

[Your Title]

[Company Name]