

Customer Service Resolution

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent purchase of [Product Name]. We appreciate your feedback and are sorry to hear that the product did not meet your expectations.

After reviewing your request, we would like to confirm that we are processing your refund for the amount of [Refund Amount]. The refund will be credited to the original payment method used during your purchase. Please allow [Number of Days] business days for the transaction to reflect in your account.

We value you as a customer and strive to improve our services continually. If you have any further questions or require additional assistance, please do not hesitate to contact us at [Customer Service Email] or [Customer Service Phone Number].

Thank you for your understanding and for being a valued customer.

Sincerely,
[Your Name]
[Your Position]
[Company Name]