

Dear [Customer Name],

We hope this message finds you well. We are writing to inform you of a delay in processing your refund for the order #[Order Number].

Due to [brief explanation of the reason for the delay, e.g., "unexpected high volume of refund requests" or "technical issues"], your refund is taking longer than anticipated. We sincerely apologize for any inconvenience this may cause.

Please rest assured that we are actively working to resolve the issue and expect to have your refund processed by [provide a specific timeframe if possible]. Your patience and understanding during this time are greatly appreciated.

If you have any questions or need further assistance, please feel free to reach out to our customer service team at [Customer Service Contact Information].

Thank you for your understanding.

Best regards,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]