

# Refund Policy Clarification

Date: [Insert Date]

Dear [Customer's Name],

Thank you for reaching out to us regarding our refund policy. We appreciate your patience as we clarify our terms.

Our refund policy states that:

- Products can be returned within [number] days from the date of purchase.
- Items must be in their original condition to qualify for a refund.
- Refunds will be processed within [number] days after we receive the returned items.
- Shipping costs are non-refundable.

If you have any further questions or need assistance with the return process, please feel free to contact us at [contact information].

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Your Company]