

Dear [Customer's Name],

Thank you for reaching out to us regarding your refund request. We want to acknowledge that we have received your request and are currently processing it.

Please allow us [insert time frame] to review your case. We will keep you updated on the status of your refund throughout the process.

If you have any further questions or need additional assistance, please do not hesitate to contact us at [contact information].

Thank you for your patience.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]