

Refund Appeal Letter

Your Name: [Your Name]

Your Address: [Your Address]

City, State, Zip Code: [City, State, Zip Code]

Email: [Your Email]

Phone Number: [Your Phone Number]

Date: [Date]

Customer Service

[Company Name]

[Company Address]

[City, State, Zip Code]

Subject: Refund Appeal for Incorrect Item Received

Dear Customer Service Team,

I am writing to formally appeal for a refund regarding an incorrect item I received in my recent order with order number [Order Number]. I had ordered [Description of the Correct Item] but received [Description of Incorrect Item].

Upon receiving the package on [Delivery Date], I immediately noticed the discrepancy and have attached a copy of my order confirmation and photos of the received item for your reference.

According to your return policy, I believe I am eligible for a full refund for this incorrect item. I would appreciate your prompt attention to this matter and look forward to your response regarding the next steps to process this refund.

Thank you for your attention to this issue. Please feel free to contact me at [Your Phone Number] or [Your Email] should you need any further information.

Sincerely,

[Your Name]