

Apology for Delay in Refund

Dear [Customer's Name],

We hope this message finds you well. We are writing to sincerely apologize for the delay in processing your refund for order #[Order Number]. We understand how important this matter is to you and appreciate your patience as we work through it.

The delay was due to [brief explanation of the reason], and we are actively working to resolve the issue as quickly as possible. Your refund is currently being processed and should be completed by [expected resolution date].

Once again, we apologize for any inconvenience this may have caused. We value your business and appreciate your understanding in this matter. If you have any further questions, please do not hesitate to contact us.

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]