

# Refund Delay Assurance

Dear [Customer's Name],

We hope this message finds you well. We are writing to inform you about the delay in processing your refund for [Product/Service]. We understand how important this matter is to you and want to assure you that we are actively working to resolve it.

Due to [brief explanation of the reason for delay, e.g., high volume of requests, system upgrades, etc.], your refund is taking longer than anticipated. We expect to have this resolved by [New Estimated Date].

Your patience is greatly appreciated during this time. Rest assured, we are making it our priority to expedite your refund, and you will receive a notification once it has been processed.

If you have any further questions or require assistance, please do not hesitate to contact our customer service team at [Customer Service Contact Information].

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]