

Dear [Customer's Name],

We hope this message finds you well. We are writing to inform you about the status of your refund request for order #[Order Number].

We understand that you were expecting to receive your refund by [Expected Date]. However, due to [Reason for Delay], there has been a delay in processing your refund.

We are currently working hard to resolve this issue and anticipate that your refund will be processed by [New Estimated Date]. We sincerely apologize for any inconvenience this may cause and appreciate your patience in this matter.

If you have any questions or require further assistance, please do not hesitate to contact us at [Customer Service Email/Phone Number].

Thank you for your understanding.

Sincerely,
[Your Name]
[Your Position]
[Company Name]