

# Important Update on Refund Eligibility

Dear [Customer's Name],

We are reaching out to inform you about an important update regarding your refund eligibility for your recent purchase with us.

Based on our records, your transaction on [Date of Transaction] for [Product/Service Name] qualifies for a refund as per our updated policy.

Please find the details of your refund below:

- Transaction ID: [Transaction ID]
- Purchase Date: [Purchase Date]
- Refund Amount: [Refund Amount]

To initiate the refund process, please respond to this email by [Response Deadline]. If you have any questions or require further assistance, feel free to reach out to our customer support team.

Thank you for your understanding.

Sincerely,

[Your Name]  
[Your Position]  
[Company Name]  
[Contact Information]