

Shipping Refund Policy Adjustment for International Orders

Dear [Customer Name],

Thank you for your recent order with us. We appreciate your business and are committed to providing you with the best service possible. We would like to inform you of an adjustment to our shipping refund policy specifically for international orders.

As of [Effective Date], our shipping refund policy will now include the following changes:

- All international orders that experience delays in shipping will be eligible for a full refund of shipping costs if the delay exceeds [Number of Days].
- Refund requests must be submitted within [Number of Days] of the original delivery date.
- Refunds will be processed within [Processing Time] after the request is approved.

We understand that shipping delays can be frustrating, and we are here to assist you in any way possible. If you have any questions or require further clarification, please do not hesitate to contact our customer service team at [Contact Information].

Thank you for your understanding and continued support.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]