

Shipping Refund Policy Communication

Dear [Customer's Name],

Thank you for reaching out regarding your recent order #[Order Number]. We understand that you are facing an issue and we appreciate your patience as we work to resolve it.

Our shipping refund policy states that:

- Refunds may be issued for orders that are lost in transit.
- If an order arrives damaged, please contact us within [X days] for a full refund.
- Refund requests for shipping errors must be submitted within [X days] of receiving the order.

To initiate your refund process, please provide us with the following information:

- Order Number: [Order Number]
- Reason for refund: [Brief Description]
- Photos of damaged goods (if applicable)

Once we receive this information, we will process your request within [X business days] and keep you updated on the status.

If you have any further questions, feel free to contact our customer service team at [Customer Service Email] or [Customer Service Phone Number].

Thank you for your understanding.

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