

Shipping Refund Policy Rejection Notice

Date: [Insert Date]

Dear [Customer Name],

Thank you for reaching out regarding your recent order #[Order Number] and for your concern about the damaged items you received. We appreciate your business and value your feedback.

After reviewing your claim, we regret to inform you that your request for a shipping refund for the damaged items has been denied. Per our shipping refund policy, items that are damaged post-delivery are not eligible for a refund.

We recommend checking local services for potential repair options or replacements. If you have any further questions or need additional assistance, please do not hesitate to contact our customer service team.

Thank you for your understanding.

Sincerely,
[Your Company Name]
[Your Contact Information]