

Shipping Refund Policy Summary

Date: [Insert Date]

Dear [Customer Name],

We hope this message finds you well. We are writing to inform you about our updated shipping refund policy due to recent service changes. Below is a summary of the key points:

Shipping Refund Policy Summary

- **Eligibility:** Refunds are available for orders that were shipped but not delivered within the guaranteed timeframe.
- **Request Period:** You must submit your refund request within 30 days of the expected delivery date.
- **How to Request:** Please contact our customer service team at [Customer Service Email] with your order details.
- **Processing Time:** Refunds will be processed within 7-10 business days upon approval.

If you have any questions or concerns regarding this policy, please do not hesitate to reach out.

Thank you for your understanding.

Sincerely,

[Your Company Name]

[Your Company Contact Information]