

Dear Valued Customer,

We hope this message finds you well. As a token of our appreciation for your loyalty, we want to inform you about an important update to our shipping refund policy.

Updated Shipping Refund Policy

Starting [Effective Date], we will be implementing the following changes:

- Refunds will be processed within 5 business days for eligible returns.
- Customers will receive a full refund on shipping costs for items returned due to our error.
- A flat fee of [Amount] will apply for returns due to customer choice.

Your satisfaction is our priority, and we believe these changes will enhance your shopping experience with us.

Thank you for being a loyal customer!

Best regards,

[Your Company Name]

[Contact Information]