

# Response to Refund Inquiry

Dear [Customer's Name],

Thank you for reaching out to us regarding your refund request. We appreciate the opportunity to address your concerns.

After a thorough review of your inquiry and our records, we regret to inform you that we are unable to approve your refund request at this time. Our policy states that [briefly outline the refund policy or reasons for denial].

We understand that this may be disappointing news. If you have any further questions or would like to discuss this matter in more detail, please don't hesitate to contact us.

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]