

# Customer Feedback on Return Process

Dear [Customer Service Team],

I hope this message finds you well. I am writing to express my dissatisfaction with the return process of my recent purchase from your website.

On [Date of Purchase], I ordered [Product Name/ID], and upon receiving it on [Date of Delivery], I found that it did not meet my expectations due to [briefly state reason - e.g., incorrect item, defective product, etc.]. Following your guidelines, I initiated the return process on [Date Initiated Return].

However, I have encountered several issues, including [list specific problems - e.g., delays in processing, lack of communication, complications in obtaining a return label, etc.]. I expected a smoother experience based on your company's reputation for customer service.

I kindly request that you look into my situation and assist me in resolving these issues at your earliest convenience. My order number is [Order Number]. Thank you for your attention to this matter, and I look forward to your prompt response.

Sincerely,

[Your Name]

[Your Contact Information]

[Your Address]