

Gift Card Balance Notification

Dear [Customer Name],

We hope this message finds you well. We're writing to inform you that there was an issue applying your gift card balance to your recent order #[Order Number].

Unfortunately, due to [reason for not applying the balance], the gift card balance could not be processed. We sincerely apologize for any inconvenience this may have caused.

To resolve this matter, please consider the following steps:

- Check the gift card number and ensure it has not expired.
- Verify the remaining balance on the card.
- If you believe this is an error, please contact our customer service at [Customer Service Phone Number] or [Customer Service Email].

Thank you for your understanding, and we appreciate your continued support.

Best regards,

[Your Company Name]