

# Refund Request Denial

Dear [Customer's Name],

Thank you for reaching out regarding your recent refund request for [Product/Service Name]. We appreciate your feedback and understand your concerns.

After reviewing your request, we regret to inform you that we are unable to process a refund based on our current policy. Our records indicate that [brief reason for denial, e.g., the request was made outside the allowable return period].

However, we value your satisfaction and would like to offer you an alternative solution:

- [Option 1: e.g., Exchange for a different product]
- [Option 2: e.g., Store credit for future purchases]
- [Option 3: e.g., Discount on your next transaction]

We hope that one of these solutions will meet your needs. If you have any further questions or would like to discuss your options, please feel free to reach out to our customer service team.

Thank you for your understanding.

Sincerely,

[Your Name]  
[Your Position]  
[Company Name]  
[Contact Information]