

# Refund Refusal Letter

Date: [Insert Date]

[Customer's Name]

[Customer's Address]

[City, State, Zip Code]

Dear [Customer's Name],

Thank you for reaching out regarding your recent purchase with us. We appreciate your business and value your satisfaction.

We understand that you would like to request a refund for the item(s) purchased on [Purchase Date]. After reviewing our policies and your order details, we regret to inform you that the item in question is classified as a non-returnable item. Our policy clearly states that items such as [list non-returnable items, e.g., "personal care products, opened software, or customized goods"] cannot be returned for a refund.

We apologize for any inconvenience this may cause. As a gesture of goodwill, we would like to offer you a [discount/gift card/store credit] that can be used on your next purchase.

If you have any further questions or concerns, please feel free to reach out to our customer service team at [Customer Service Phone/Email].

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]