Customer Service Clarification Request

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent inquiry. We appreciate your feedback and value your concerns.

We would like to clarify the following regarding your request:

- Issue: [Brief description of the issue]
- Details Needed: [Specific information you require]
- Deadline: [Any relevant deadlines if applicable]

Could you please provide us with the requested details at your earliest convenience? This will help us assist you more effectively.

Thank you for your cooperation!
Best regards,
[Your Name]
[Your Position]

[Contact Information]

[Company Name]