

# Refund Request for Incorrect Item Received

John Doe

123 Main Street

City, State, ZIP Code

Email: johndoe@email.com

Phone: (123) 456-7890

Date: October 10, 2023

## Customer Service

Company Name

Company Address

City, State, ZIP Code

Dear Customer Service,

I am writing to formally request a refund for an incorrect item that I received from my recent order (Order #123456). I had ordered a blue wireless mouse, but instead, I received a wired keyboard.

According to your return policy, I believe I am entitled to a full refund. I have attached a copy of my order confirmation and photographs of the incorrect item for your reference.

Please let me know how to proceed with the return and refund process. I appreciate your prompt attention to this matter.

Thank you for your assistance.

Sincerely,  
John Doe