

# Refund Claim for Product Not as Described

Your Name  
Your Address  
City, State, Zip Code  
Email Address  
Phone Number  
Date

Customer Service  
Company Name  
Company Address  
City, State, Zip Code

Dear Customer Service,

I am writing to formally request a refund for a product I purchased from your store on [Purchase Date]. The order number is [Order Number]. Unfortunately, the product does not match the description provided on your website, and thus I would like to initiate a refund.

The item in question is [Product Name], and it was advertised as [Brief Description of Product Description]. However, upon receipt, I discovered that [Description of Discrepancy]. This is not what I expected based on your advertisements.

Thank you for your attention to this issue.

Sincerely,  
[Your Name]