

Dear [Customer Service Team/Support],

I hope this message finds you well. I am writing to inquire about the status of my refund for an online purchase made on [purchase date]. My order number is [order number].

According to your refund policy, I expected to receive my refund within [expected time frame]. However, I have not yet seen a credit to my account.

I would appreciate any updates you can provide regarding the status of my refund. Thank you for your assistance.

Sincerely,
[Your Name]
[Your Email Address]
[Your Phone Number]