

Refund Process Query

Dear [Customer Service Team/Specific Contact Name],

I hope this message finds you well. I am writing to inquire about the refund process for a promotional offer I recently participated in. The details are as follows:

- **Promotion Name:** [Name of the Promotion]
- **Purchase Date:** [Date of Purchase]
- **Order Number:** [Order Number]

Unfortunately, I did not receive the expected benefits from the promotional offer, and I would like to understand the steps necessary to initiate a refund.

Thank you for your assistance. I look forward to your prompt response.

Sincerely,
[Your Name]
[Your Contact Information]