

Refund Guidelines Clarification

Date: [Insert Date]

To: [Customer Name]

Address: [Customer Address]

Dear [Customer Name],

Thank you for reaching out to us regarding our refund policy. We value your concerns and want to ensure that you have a clear understanding of our refund guidelines.

Refund Period

Customers may request a refund within [insert number] days of purchase. After this period, we are unable to process any refund requests.

Eligibility Criteria

To be eligible for a refund, the following conditions must be met:

- The item must be unused and in the same condition that you received it.
- It must be in the original packaging.
- Proof of purchase must be presented.

Process to Request a Refund

If you believe you meet the eligibility criteria, please follow these steps:

1. Contact our customer service at [insert contact information].
2. Provide details of your purchase and the reason for the refund.
3. Wait for confirmation and further instructions from our team.

If you have any further questions or require additional assistance, feel free to reach out to our customer service team.

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]