

Invoice Refund Follow-up

Dear [Customer Name],

I hope this message finds you well. I am reaching out to follow up on your pending refund request for invoice #[Invoice Number], submitted on [Request Date]. We understand the importance of this matter and are eager to assist you.

As of today, we have yet to process your refund, and we wanted to confirm if you have received any updates regarding this request. If not, please let us know, and we will investigate further.

Thank you for your patience, and we appreciate your understanding. We look forward to resolving this matter promptly.

Best regards,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]