Gentle refusal with positive tone

Subject: Regarding Your Adjustment Request

Dear [Recipient Name],

We appreciate you taking the time to submit a request for adjustment related to [specific issue].

While we understand your concerns, we are unable to make the requested adjustment due to [reason].

We value your engagement and hope to continue working together positively.

Warm regards,

[Your Name]

Get more templates here: https://www.lettersandtemplates.com/letters/adjustment-refusal-letter