

Refund Denial Refusal Letter

Subject: Refund Denial Refusal Letter

Dear [Recipient's Name],

I hope this letter finds you well. I am writing to express my disappointment and concern regarding the denial of my refund request for [product/service]. After carefully reviewing the response I received from your company, I must express my disagreement with the decision made.

On [date], I purchased [product/service] from your establishment, expecting it to meet the specified quality and functionality standards. However, upon receiving the [product/service], I immediately encountered numerous issues that rendered it unusable. The defects included [list specific issues encountered]. These problems were not a result of misuse or mishandling on my part, but rather inherent flaws in the [product/service] itself.

Understanding my rights as a consumer, I promptly contacted your customer service department on [date] to report the issues and request a refund. I provided all the necessary details, including the purchase receipt, order number, and a comprehensive explanation of the problems I encountered. I even provided photographic evidence to support my claim.

To my dismay, I received a response on [date] stating that my refund request has been denied. The explanation provided in your response was inadequate and failed to address the issues I raised. It is disheartening to experience such lack of concern for customer satisfaction and to be denied a resolution for a legitimate grievance.

I would like to bring to your attention that as a consumer, I have certain rights under the [applicable consumer protection laws or regulations]. These rights include the expectation that the products or services purchased should be fit for their intended purpose and free from defects. In this case, the [product/service] clearly did not meet these expectations, warranting a refund.

I kindly request that you reconsider my refund request and provide me with a satisfactory resolution. As a loyal customer of your company, I believe it is in your best interest to address this matter promptly and amicably. I trust that you value your customers and their satisfaction, and I hope we

can find a mutually agreeable solution.

I would appreciate a response within [reasonable timeframe, e.g., 10 business days] from the date of this letter. Please contact me at [phone number] or [email address] to discuss this matter further.

If I do not receive a response within the given timeframe, I may be compelled to seek legal recourse to protect my rights as a consumer.

Thank you for your attention to this matter. I hope we can resolve this issue promptly and maintain a positive customer relationship.

Yours sincerely,

[Your Name]