

Official letter denying refund for damaged goods

Subject: Refund Request Denial for Damaged Item

Dear [Customer Name],

We have received your claim regarding the damaged item from order #[Order Number]. After thorough inspection and review, we are unable to approve your refund request as the damage occurred due to circumstances not covered under our warranty or return policy.

We understand this may be disappointing and apologize for any inconvenience. Please refer to our return and warranty guidelines for alternative solutions or repair options.

Best regards,

[Company Name] Support Team

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