

Casual email explaining refund refusal for service

Subject: Regarding Your Refund Request

Hi [Customer Name],

Thanks for reaching out about your refund for the [Service Name]. Unfortunately, we cannot process your refund as per our cancellation and refund policy, which was agreed upon during registration.

We appreciate your understanding and hope to assist you in other ways. Please let us know if you need any further clarification.

Best,

[Service Team Name]

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