

Preliminary letter temporarily denying refund

Subject: Refund Request Status " Order #[Order Number]

Dear [Customer Name],

Your request for a refund on order #[Order Number] has been reviewed. At this stage, we are unable to approve the refund as the documentation provided is insufficient to meet our policy requirements.

Once we receive the complete information or additional evidence, we will reevaluate your request. We appreciate your patience and understanding.

Regards,

[Company Name] Support

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