

Formal acknowledgement and resolution of claim

Subject: Response to Your Claim Regarding Order [Reference Number]

Dear [Customer Name],

We acknowledge the receipt of your claim regarding your recent order placed with us under reference [number]. We sincerely regret the inconvenience you have experienced and have carefully reviewed the matter.

After a detailed review, we confirm that your claim is valid. As per our company policy, we will provide you with a full refund or a replacement product, whichever you prefer. Please allow 5â€“7 business days for the refund to be processed. Should you choose a replacement, kindly confirm, and we will dispatch it immediately at no extra cost.

We value your trust in our services and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

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