[Company Name]

[Company Address]

[City, State, ZIP Code]

**Subject: Request for Additional Information to Process Your Refund**

Dear [Customer’s Name],

Thank you for reaching out to us regarding your request for a refund for [product/service name]. To ensure we can process your request accurately and efficiently, we kindly ask for the following additional information:

* [*Specific Information Needed, e.g., “Proof of purchase (receipt or order confirmation),” “Reason for the return,” or “Product details such as serial or batch number.”*]
* [*Any other required details, if applicable.*]

Please provide the requested information by [*specific deadline, e.g., “within 7 business days”*] to avoid any delays in processing your refund. You can send the details to us at [Email Address], or you may contact us directly at [Phone Number] if you have any questions.

We apologize for any inconvenience this may cause and assure you that we are committed to resolving your request as quickly as possible.

Thank you for your cooperation and for choosing [COMPANY NAME].

Yours sincerely,

……………………………………………………….

[NAME]

[TITLE]

[COMPANY NAME]