

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Regarding your request [Case/Reference Number]

Dear [Customer Name],

Thank you for contacting our customer service team regarding [briefly state the issue or request]. We appreciate the time you took to bring this matter to our attention.

After a thorough review of your case and our company policies, we regret to inform you that we are unable to fulfill your request for [mention specific request, e.g., a full refund, an out-of-warranty replacement, etc.] at this time.

This decision was made because [provide a brief, clear reason, e.g., the warranty period has expired / the terms and conditions of the sale do not cover this specific scenario].

While we cannot grant this specific request, we would like to offer [optional: mention an alternative solution, discount code, or helpful resource] as a gesture of our appreciation for your loyalty.

We value your business and hope to continue serving you in the future. If you have any further questions regarding our policies, please feel free to visit our website or contact us again.

Sincerely,

[Your Name]

[Your Title]

[Company Name]