

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]

[Buyer's Name]
[Buyer's Address]
[City, State, Zip Code]

Dear [Buyer's Name],

Thank you for reaching out regarding your recent purchase of [Item Name] (Order ID: [Order ID]). We appreciate your communication and the opportunity to resolve your issue.

We understand that you experienced [briefly explain the issue, e.g., "the item did not arrive," "the item was not as described," etc.]. We sincerely apologize for any inconvenience this may have caused.

To resolve the issue, we [explain the steps you are taking or have taken, e.g., "will be issuing a full refund," "will send a replacement item," etc.]. You can expect [specify any relevant timelines, e.g., "the refund will be processed within 3-5 business days," "the replacement will be dispatched by [date]," etc.].

If you have any further questions or need additional assistance, please do not hesitate to contact us at [your contact information]. We value your business and are committed to ensuring your satisfaction.

Thank you for your understanding.

Sincerely,

[Your Name]
[Your eBay Store Name]
[Your eBay Store URL]