

[Your Company Letterhead]

[Date]

Dear Valued Customer,

We hope this message finds you well. We are writing to inform you of some important updates to our eCommerce policies that will enhance your shopping experience with us.

**\*\*1. Return Policy Update\*\***

Effective [date], we have revised our return policy to provide a more seamless process. Items can now be returned within [number] days of receipt for a full refund.

**\*\*2. Shipping Costs Adjustment\*\***

As of [date], we will be implementing a new shipping cost structure. Orders over [amount] will qualify for free shipping.

**\*\*3. Payment Options Expansion\*\***

To better serve you, we are excited to announce that we will now accept [new payment methods].

**\*\*4. Customer Service Hours\*\***

Our customer service hours have changed to [new hours], allowing us to assist you more effectively.

We appreciate your understanding and support as we strive to create the best possible shopping experience for you. Should you have any questions, please do not hesitate to reach out to our customer service team.

Thank you for being a loyal customer.

Sincerely,

[Your Name]

[Your Title]

[Your Company]

[Contact Information]