

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

Subject: Request for Refund - Order #[Order Number]

Dear [Customer Service/Specific Person's Name],  
I hope this message finds you well. I am writing to formally request a refund for my recent online order #[Order Number], placed on [Order Date].

Unfortunately, the item(s) received did not meet my expectations due to [briefly explain the reason: wrong item, defective product, etc.]. According to your return policy, I understand that I am eligible for a refund. I have included all relevant details regarding my order and the issues I encountered:

- Order Number: #[Order Number]
- Item(s) Name: [Item Name(s)]
- Date of Purchase: [Order Date]
- Reason for Refund: [Reason]

I have attached any required documentation, including a copy of my order confirmation and photos (if applicable).

Please let me know how to proceed with the return process and the timeline for my refund. Thank you for your attention to this matter.

Sincerely,  
[Your Name]