

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

[Recipient Name]
[Company Name]
[Company Address]
[City, State, Zip Code]

Subject: Claim for Refund of XP Credits

Dear [Recipient Name],

I am writing to formally request a refund for the XP credits purchased on [date of purchase] through my account associated with the username/email [your username/email].

The details of my purchase are as follows:

- Order Number: [Order Number]
- Transaction Date: [Date]
- Amount Charged: [Amount]

Unfortunately, I encountered [specific issue: e.g., an error in the application, unable to use purchased credits, etc.]. Despite my attempts to resolve this matter on my own, including [mention any actions taken, e.g., contacting customer support, trying different solutions], I have not been successful.

According to your refund policy, I believe I am entitled to a refund for the following reasons:

1. [Reason 1: e.g., product not as described, service unavailable, etc.]
2. [Reason 2: e.g., technical issues, unfulfilled promises, etc.]

I kindly request that you process my refund to the original payment method used. Attached to this letter are copies of all relevant documents, including transaction receipts and previous correspondence with customer support regarding this matter.

Please let me know if you require any additional information. I appreciate your prompt attention to this issue and look forward to your swift response.

Thank you for your cooperation.

Sincerely,

[Your Name]

[Your Signature (if sending a hard copy)]