

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

Customer Service

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

Dear Customer Service,

Subject: Request for Refund for Online Purchase

I hope this message finds you well. I am writing to formally request a refund for an online purchase made on [Purchase Date] for the item [Item Name/Description] with Order Number [Order Number].

Unfortunately, [briefly explain the reason for the refund request, e.g., the item was defective, not as described, etc.].

According to your refund policy, I am eligible for a full refund. I have attached all relevant documentation, including the order confirmation and any correspondence regarding this matter.

Please let me know the next steps in processing my refund. I appreciate your prompt attention to this issue.

Thank you for your help.

Sincerely,  
[Your Name]