

Instruction: This is a model letter. Adapt to fit your facts and circumstances.

Return address:
Name
Address Line 1
Address Line 2
City, State Zip Code

Date

Name
Company
Address Line
City, State Zip Code

Re: Apology for Delay of Refund

Dear :

We are truly sorry to report that there will be a delay in the processing of your refund. Due to a surge in purchases that included a refund offer and due to the absence of our accountant, your refund will be delayed by 1-2 weeks. However, please be assured that every effort is being made to have your refund processed and mailed as soon as possible.

Thank you for your understanding and patience in this matter. If you have any questions, please do not hesitate to contact us.

Sincerely,

N A M E