

COMPANY NAME
ADDRESS
CITY, STATE ZIP
E-MAIL: NAME@NAME.COM

(xxx) xxx-xxxx

FAX (xxx) xxx-xxxx

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

Date

Name
Address Line
City, State Zip Code

Re: Refusal to Accept Late Return of Merchandise

Dear Name:

We received your inquiry on whether or not you could return a bathing suit you purchased from one of our department stores approximately 3 years ago. Our policy clearly states that all merchandise must be returned within 60 days of purchase or the item(s) will not be accepted.

We apologize for any inconvenience this may cause.

Sincerely,