

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

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

Re: Refund in Different Tender Type

Dear :

I am writing in reference to Order # placed on {date}. I received your e-mail stating that you did not want to change your name. {Company} will be more than happy to refund the amount of \$. However, due to the time lapse that has occurred since the beginning of the transaction, we are unable to offer you a refund in the original payment type. We are unable to credit your credit card; however, we have enclosed a check in the amount of \$.

We are sorry for any inconveniences this may cause. If you have any questions or concerns, you are more than welcome to contact me.

Thank you for choosing . If we can be of any service to you in the future, please do not hesitate to contact us.

Sincerely,

N A M E