Reimbursement Letter to Customer

[Your Company's Name]
[Your Company's Address]
[City, State, ZIP Code]
[Date]

[Customer's Name]
[Customer's Address]
[City, State, ZIP Code]

Subject: Reimbursement Confirmation and Refund Process

Dear [Customer's Name],

I hope this letter finds you well. We appreciate your patronage and would like to address your recent concern regarding [provide a brief description of the issue, e.g., a defective product, billing discrepancy, etc.].

After thoroughly reviewing your case, we understand the inconvenience this has caused you and would like to confirm that a reimbursement process has been initiated. The details of your reimbursement are as follows:

1. **Transaction ID/Reference Number:** [Provide relevant information]
2. **Date of Purchase/Transaction:** [Date]
3. **Amount to be Reimbursed:** [$XXX.XX]

Your reimbursement will be processed through the original payment method used during the purchase. Please allow [provide a timeframe, e.g., 7-10 business days] for the amount to reflect in your account.

We sincerely apologize for any inconvenience this situation may have caused and value your continued trust in [Your Company's Name]. If you have any further questions or concerns, please feel free to contact our customer service at [Customer Service Contact Information].

Thank you for bringing this matter to our attention, and we appreciate your understanding.

Sincerely,

[Your Full Name]
[Your Position]
[Your Company's Name]