

Letter of Apology for Delay of Refund

This package contains:

1. Instructions & Checklist for Writing a Letter of Apology for Delay of Refund
2. Letter of Apology for Delay of Refund

Instructions & Checklist for a Letter of Apology for Delay of Refund

- This package contains: (1) Instructions & Checklist for a Letter of Apology for Delay of Refund; and (2) Letter of Apology for Delay of Refund.

- This form is designed to assist you in drafting a letter apologizing to a customer who has complained about the extended period of time he has been waiting for a refund that your company promised to send.

- Be sure to include any “enclosures” mentioned in the letter. If there are no “enclosures” you may delete “Enclosure” from the bottom of the letter.

- Be sure to sign the letter and to make a copy before sending it out.

- Bracketed instructions may be included on this form to assist you in completing it and should be removed before printing. Generally in Microsoft Word, you can click on the bracketed instruction and start typing.

- These forms are not intended and are not a substitute for legal advice. These forms should only be a starting point for you and should not be used without consulting with an attorney first. An attorney should be consulted before negotiating any document with another party.

- The purchase and use of these forms, is subject to the Disclaimers and Terms of Use found at findlegalforms.com.

[Your Name]
[Street Address]
[City, State ZIP Code]
[phone number - optional]
[email address - optional]

September 8, 2009

[Name of Recipient]
[Title]
[Company Name]
[Street Address]
[City, State ZIP Code]

Dear [Name of Recipient]:

Thank you for your letter of [Date of Letter]. I agree completely that our delay in sending you the refund due you is totally unacceptable, and let me assure you that as of this writing, the refund check is already in the mail.

I am grateful to you for writing to me about the delay and your frustrating efforts to reach someone who could straighten out this small matter. I am so glad you finally reached me! You may not realize it, but we on the senior staff cannot be aware of everything that goes on here, hard as we might try. Therefore, it is feedback from a valued customer – feedback such as what you told me in your letter – that sometimes is the key to tuning things up around here,

In this case, I have already had a meeting with all departments involved in accounting and billing, and have instituted some reforms that I hope will prevent such an annoying thing ever happening to one of our customers again.

Please accept our sincere apology for the delay. Your business is important to us, and we hope to continue serving you for many years to come.

Sincerely,

[Your Name]

Enclosures