

## **Refusal to Accept Late Return of Merchandise**

**This package contains:**

1. Instructions & Checklist for Writing a Letter of Refusal to Accept Late Return of Merchandise
2. Letter of Refusal to Accept Late Return of Merchandise

## Instructions & Checklist for a Letter of Refusal to Accept Late Return of Merchandise

- This package contains: (1) Instructions & Checklist for a Letter of Refusal to Accept Late Return of Merchandise; and (2) Letter of Refusal to Accept Late Return of Merchandise
  
- This form is designed to assist you in drafting a letter to explain to a customer that because of strict company policy, you are unable to accept the merchandise he wishes to return because the deadline for returns has passed.
  
- 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](http://findlegalforms.com).

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

September 9, 2009

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

Dear [Name of Recipient]:

Pursuant to your phone conversation with [Name of Customer Service Rep] yesterday regarding your wish to return the item you purchased from us on [Date of Purchase], I am writing you to clarify why the representative said that we would not be able to accept the return because the deadline for a return had passed.

You are a valued customer, and I want to make sure you understand that this decision is not one that is up to the customer service representative to make. Rather, it is a company policy that we must follow and it states that customers have a period of [ ] days in which they are free to return any merchandise for a full refund.

In our effort to gain a reputation as an open, fair and honest company, we must treat each customer in exactly the same way. If we were to make exceptions to our own rules, we believe our customers would soon begin to mistrust us in our dealings with them.

We have been honored to have you as a customer for a long time, and we hope that you will understand why we cannot accommodate your request to accept the item back this time, and that we will continue to serve you as honestly and fairly as we can in the future.

Sincerely,

[Your Name]

Enclosures