**To**

**[The Recipient]  
[Business Name]**

**Re. Requesting a Refund due to Poor Services**

Dear [NAME], It is regretfully stated that my experience with your store of apparel was not good. I shopped from your store online on [DATE]. I ordered two tops, one undershirt for my little one, and a tie for my husband. As the received product does not match with the one seen and ordered online, I request you to refund the amount I paid for the mentioned products otherwise it can conclude in an unpleasant way.

I have been a regular customer of different online shops but shopping from your store was my worst experience. The delivery of the product was late, and the products did not match the quality and size of the ordered ones. I ordered a few products from your store i.e., item no. X, Y, and Z. I was redirected to your customer care representative who assured me of the quality and the speedy delivery.

I was told that the package would be delivered within three working days whereas I received the package after more than a week. My primary concern has been product differences. The sent products do not even meet the basic quality whereas I paid for the premium quality.

I, formally, request you to look into this matter and refund the amount. I consider it an online scam and I will take further steps to cope with this. I paid $[X] for the products through online transactions. Please, refund $[X] back into my account immediately. I have enclosed the screenshots and bank confirmation email of the transaction as evidence. You can contact me at [PHONE] for further. Thank you.

Regards

[NAME]  
[ADDRESS & POSTAL CODE]