TO

**[Receiver Name]**

**[Receiver Title]**

**ADDRESS: [Receiver Address]**

**EMAIL:** **[Email Address]**

**PHONE: [Home Phone]**

FROM

**[Sender Name]**

**[Sender Title]**

**Sub:** The customer wants you to make an exception for them

“Dear **[First name]**,

I’m so sorry to hear that there were issues that prevented you from meeting the return window for **[name of item]**.

Unfortunately, company policy clearly states that all returns and exchanges must be made within a 30-day window after your item has been received. For more insight, you can read our full return & exchange policy on our website here: **[link]**.

While we can no longer accept the item/issue a product exchange, I can offer you a partial credit in the amount of **[$X]**. Please let me know if you would like to have this credit issued to your account.

Once again, I apologize for any inconvenience this may have caused. Please let me know how else I can help.

Sincerely,

**[Agent first name]**

**[Email]**