**Sample Letter For Request A Refund Email Format**

Dear Ms. Maxwell,

I write to you on behalf of Topaz Computers concerning computer software that we purchased from your company in December 2019 to upgrade our systems. The software was delivered to our office location and installed by your technical team on fifty office computers on 15th December 2019.

We are completely disappointed in the performance of twenty office computers, their systems failed three days after the upgrade. Thereby, we wish to request for 100,000 dollars refund for the twenty computers that failed to function as we expected. Your technical team has tried to rectify the problem but this has not worked and we are forced to dispose of the computers.

I herewith attach the delivery note and other support documents for the transaction. The reference number for the purchase is Topaz/PRS/12/2019. I hope you understand our situation and consider the refund request so that we can replace the computers. Kindly do the needful by 2nd February 2020.

We hope to continue doing business with your company even after this hiccup. We value and appreciate your services and we would be disappointed to lose you.

Thank you for understanding.

Best Regards,

Karina Stark