**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 $xx.xx. 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/direct phone]