[DATE]

Contact Name

Address

Address2

City, State/Province

Zip/Postal Code

**RE: REQUEST FOR PROOF OF MERCHANDISE RETURN**

Dear [CONTACT NAME],

With reference to your letter dated [DATE], we have no record of having received the merchandise that you returned.

To enable us to issue you with a refund for the amount of [AMOUNT], we request that you provide us with the following information:

1. Date you returned the merchandise
2. Type of shipping (Courier Name, Post Office, etc.)
3. Copies of any correspondence to us with regard to the returning merchandise

Your assistance in this matter will enable us to trace the goods.

Thank you for your help. I will be looking forward to your letter.

Kind Regards,

[YOUR NAME]

[YOUR TITLE]

[YOUR PHONE NUMBER]

[YOUREMAIL@YOURCOMPANY.COM]