CUSTOMER REFUND REQUEST FORM

**Please complete this form and email it to [COMPANY EMAIL ADDRESS].**

**Order Date: Order ID:**

|  |
| --- |
| **Contact information:** |
| Name:  Company:  Address:  Street    City, Province, Postal Code  Email:  Phone: |

**Please note: To understand more details about your refund request we may be in contact**

**in order to improve our product and customer service.**

|  |
| --- |
| **Please provide a detailed explanation of why you are asking for a refund:** |
|  |

**Reasons given such as “I changed my mind” or “I don’t want it anymore” will not be considered valid grounds for a refund.**

|  |
| --- |
| We have available a product [DEMO/TRIAL] to ensure that potential clients know what they are buying before making a purchase. Can you suggest what else we could do to guarantee that our clients are 100% satisfied with the product? |
|  |

|  |
| --- |
| Why did you buy [PRODUCT]? What was your intended use of it? |
|  |

**Please note: We reserve the right to refuse any refund request, at our discretion, should we**

**determine that a customer is misusing our money-back guarantee policy.**

**Within [NUMBER] days of receipt of your request we will review it and get back to you.**