

THE REFUND REPLY SHEET

5 steps and 3 word-for-word replies for a refund request.

A refund request feels personal, but it is a process. Stay calm, follow your own policy, and write down the result. Refund rules differ by state, by country, and by type of sale. Check yours. This sheet is not legal advice.

THE 5 STEPS

1. Read your own written policy before you reply.
2. Reply the same day. Keep it short and calm.
3. Ask one question: what went wrong? Then listen.
4. Offer what your policy allows: a redo, a credit, a partial refund, or a full refund.
5. Put the result in writing and say thank you.

3 WORD-FOR-WORD REPLIES (EDIT TO MATCH YOUR POLICY)

1 FIRST REPLY

Hi [NAME], thanks for telling me. I'm sorry this was not what you expected.
Can you tell me what went wrong? I want to understand before I decide the best way to fix it.

2 OFFER

Hi [NAME], thank you for explaining. Under our policy, here is what I can do:
[a redo / a credit of [AMOUNT] / a partial refund / a full refund].
Which of these works best for you?

3 CLOSE

Hi [NAME], to confirm in writing: [WHAT WE AGREED] on [DATE].
Thank you for giving us the chance to make it right.

BEFORE YOU SEND CHECKLIST

- I read my written policy.
- I checked the rules for my state and type of sale.
- I kept it short and calm.
- I offered only what my policy allows.
- I put the result in writing.

REFUND LOG

This is not legal advice. Rules differ by state and by type of sale. Educational only. Results vary by business and by account. No sales, views or income results promised.

Refund handled. Now bring in new customers.

- I sell ready-made business lists to reach customers by email. Message me LIST.
- Free community, more plays like this: skool.com/unlimitedleads
- Find and verify the emails free: EmailClik.com