

Certainly! Here's a simple example of a calm-persistent tone for a refund request:

Hello [Customer Service Representative's Name],
I hope you're doing well. I'm reaching out regarding a purchase I made on [purchase date] with the order number [order number]. Unfortunately, the product did not meet my expectations due to [brief reason, e.g., it was defective, did not match the description, etc.].

I have reviewed your return policy and believe I'm eligible for a refund. I would appreciate it if you could guide me through the process or initiate the refund at your earliest convenience.

Thank you for your assistance, and I look forward to resolving this matter smoothly.

Best regards,

[Your Name]
