Hi [Customer],

Thanks for reaching out.

Unfortunately, we can’t offer a refund at this time. According to our policy, [policy description and explanation of why the policy is in place].

I’ve checked with my manager to confirm this policy, and while we can’t offer a full refund, we can provide you with a discount of [discount amount] for the next time you shop in our stores.

We sincerely appreciate your understanding in this matter. Please feel welcome to reach out to me with any questions you may have and I would be more than happy to help.

Thanks again,

[Your name]

