# Customer Support Email Response

**Purpose:** This standard response template is designed for customer service representatives to professionally address customer inquiries, complaints, or requests. It ensures consistency, courtesy, and clarity in communication. Use this template for email replies pertaining to product concerns, troubleshooting help, or general inquiries.

**Dear {customerName},**

Thank you for getting in touch with us. We appreciate the opportunity to assist you.

We have reviewed your inquiry regarding **{inquiryTopic}** and would like to provide the following information:

Summary of your concern:  
{customerRequest}

## Our Response

{responseBody}

{#$ steps.length > 0}

### Troubleshooting Steps

Please follow the steps below to try and resolve the issue:

{#steps}

1. {stepDescription}

{/steps}

{/}

{#refundIssued}

### Refund Details

We have issued a refund for the amount of **{refundAmount}** on {refundDate}. The funds should appear in your account within 3-5 business days.

{/refundIssued}

{^refundIssued}

At this time, a refund has not been issued. If you believe you are eligible for a refund, please let us know and we will review your case again.

{/refundIssued}

## Additional Information

{#attachments}

We’ve also included the following attachments for your reference:

{#files}

* {fileName} – *{fileDescription}*

{/files}

{/attachments}

## Customer Information

|  |  |  |
| --- | --- | --- |
| **Name** | **Email** | **Account Number** |
| {#customer}{customerName} | {customerEmail} | {accountNumber}{/customer} |

If you have any further questions or concerns, feel free to respond to this email or contact our support team at **{supportEmail}**.

Thank you for choosing **{companyName}**. We value your business and are committed to your satisfaction.

Sincerely,  
**{agentName}**  
*Customer Support Representative*  
{companyName}