

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Re: Resolution of Credit Adjustment Request - Case #[Reference Number]

Dear [Customer Name],

We have completed our review of your request for a credit adjustment regarding [Description of Issue/Invoice Number].

After carefully evaluating the details of your account and the documentation provided, we have approved a partial credit in the amount of \$[Amount]. This adjustment has been applied to your account as of [Date].

Reason for Partial Adjustment:

[Insert specific explanation here: e.g., The credit covers the period of service interruption but does not include standard monthly taxes; or, The credit applies to the damaged items but not the shipping fees.]

As a result of this adjustment, your new remaining balance is \$[Remaining Balance]. Please ensure this balance is settled by [Due Date] to keep your account in good standing.

If you have any questions regarding this resolution or would like to provide additional information for further review, please contact our billing department at [Phone Number] or [Email Address].

Thank you for your patience and for being a valued customer.

Sincerely,

[Your Name/Department]

[Company Name]