

Date: [Insert Date]

To: [Customer Name]

Address: [Customer Address]

Order Number: [Insert Order Number]

Subject: Notification of Unpaid Item Return

Dear [Customer Name],

This letter is to formally notify you that we have received a returned item regarding the order referenced above. According to our records, the payment for this item has not yet been completed or was declined.

Item Details:

- Item Description: [Insert Item Name]
- Quantity: [Insert Quantity]
- Outstanding Balance: [Insert Amount Due]

Please be advised that we cannot process a refund or credit for this return until the original balance is cleared. If you would like to keep the item, please provide payment within [Number] business days. Otherwise, the item will be restocked, and your account may be subject to a restocking fee of [Amount/Percentage].

If you believe this is an error or if you have already sent the payment, please contact our billing department immediately at [Phone Number] or [Email Address].

Thank you for your prompt attention to this matter.

Sincerely,

[Your Name/Company Name]

[Title/Department]

[Contact Information]