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Hello [name of the customer],

Thank you for reaching out.

We appreciate your patience and will be happy to solve this issue for you. I’d gladly respond to any question through email, or we can schedule a call for [date] at [time]. Let me know what works best for you. If you prefer to solve your issue through email, please provide me with more information, it will help me better understand and find the best way to move forward with your request.

Thank you,

[your name]