Hello [Customer/Prospect],

I’m getting back to you regarding the discount you mentioned in your last email. I discussed this with my team and, unfortunately, we’re unable to provide a discount at this time. [The pricing plan we discussed in our call is already our best value package and we can’t go any lower than that without doing our product a disservice.]

Sorry I couldn’t be of more help. Let me know if there’s anything else I can assist you with.

Thanks,

[Your name]