[DATE]

Contact Name

Address

Address2

City, State/Province

Zip/Postal Code

**RE: WARRANTY AND INSTRUCTION FOR PRODUCT RETURN**

Dear [CONTACT NAME],

We are regretful that you have been encountering problems with your new [NAME OF PRODUCT].

While we normally ask our customers to contact their dealer in the event of a problem, we recognise that, in your case, it would be impossible. Therefore, we request that you carefully package the unit in its original box and send it to us. We will request our "doctors" to put it through a thorough examination to determine the source of the problem.

If the problem turns out to be a minor adjustment, we will make the alteration and be sure to return the [PRODUCT] to you within thirty days. If it is decided that the unit is defective, we will send you an immediate replacement.

I repeat how sorry I am that you experienced this difficulty and take this opportunity to thank you for your patience and for purchasing our [PRODUCT].

Kind Regards,

[YOUR NAME]

[YOUR TITLE]

[YOUR PHONE NUMBER]

[YOUREMAIL@YOURCOMPANY.COM]