[DATE]

Contact Name

Address

Address2

Country

City/Province

Postal Code

**RE: RESPONSE TO REQUEST FOR SERVICE ON INVALID WARRANTY**

Dear [CLIENT NAME],

We are sorry to read about the problem you have had with your [NAME OF PRODUCT].

We would usually be able to make the necessary adjustments at no charge to you. However, the warranty on this product has expired.

The proof of purchase you emailed to us shows that the product was purchased on [DATE].

Our warranty is valid for a period of [NUMBER] days/months from the date of purchase, amd we note it expired [NUMBER] days/months ago.

We can repair the [PRODUCT] for you, but there will be a charge of [AMOUNT FOR REPAIRS]. After the repair, we guarantee the work we do for a period of [TIME].

Please tick the appropriate box on the enclosed instruction card and return it to us as soon as possible.

Sincerely,

[NAME]

[TITLE]

[CONTACT DETAILS]

[COMPANY EMAIL]