

Customer Service Resolution

Date: [Insert Date]

[Customer's Name]

[Customer's Address]

[City, State, Zip Code]

Dear [Customer's Name],

Thank you for contacting us regarding your warranty claim for [Product Name/Model]. We appreciate the opportunity to address your concerns.

After reviewing your claim, we have determined that [brief description of the issue] falls under our warranty policy. We are pleased to inform you that we will [state the resolution, e.g., replace the product, repair it, issue a refund].

Please follow the instructions below to proceed with the resolution:

- Pack the product securely in the original packaging.
- Include a copy of your proof of purchase.
- Send the package to: [Company's Address]

Once we receive the product, we will process your claim within [insert time frame] and notify you of any updates. If you have any questions or require further assistance, please do not hesitate to contact us at [Company's Customer Service Phone Number] or [Company's Customer Service Email].

Thank you for your patience as we work to resolve this matter. We value your business and look forward to serving you in the future.

Sincerely,

[Your Name]

[Your Job Title]

[Company Name]

[Company Contact Information]