

Warranty Follow-Up for Unresolved Issues

Dear [Customer's Name],

We hope this message finds you well. We are writing to follow up regarding your recent warranty claim for [Product Name]. We understand that there are still unresolved issues that need attention.

To ensure your satisfaction and address your concerns promptly, we would like to request additional details about the problems you are experiencing. Please provide us with the following information:

- Your order number
- Date of purchase
- A detailed description of the issue
- Any relevant photographs or documentation

Your satisfaction is our priority, and we are committed to resolving this matter as quickly as possible. Once we receive the requested information, we will expedite the review of your warranty claim.

Thank you for your patience and understanding. Please feel free to reach out to us at [Customer Service Phone Number] or [Customer Service Email] should you have any questions or need further assistance.

Sincerely,

[Your Name]

[Your Job Title]

[Company Name]

[Company Contact Information]