

Warranty Exception Request for Critical Product Failure

Date: [Insert Date]

To: [Warranty Department Contact Name]

Company: [Company Name]

Address: [Company Address]

Subject: Request for Warranty Exception due to Critical Product Failure

Dear [Warranty Department Contact Name],

I am writing to formally request an exception to the warranty policy regarding my purchase of [Product Name and Model] from [Purchase Date]. Unfortunately, the product has experienced a critical failure that has rendered it unusable.

Details of the product:

- Product Name: [Product Name]
- Model Number: [Model Number]
- Purchase Date: [Purchase Date]
- Serial Number: [Serial Number]

On [Date of Failure], I encountered a serious malfunction that [describe the nature of the failure briefly]. This failure occurs despite normal use and while adhering to all provided guidelines.

Due to the critical nature of this failure, I kindly request an exception to the standard warranty terms to facilitate a prompt resolution. I have attached all relevant documentation, including proof of purchase and any diagnostic reports.

I appreciate your attention to this matter and look forward to your prompt response. Thank you for your understanding.

Sincerely,

[Your Name]

[Your Address]

[Your Phone Number]

[Your Email Address]