

**Dear [Customer's Name],**

We hope this message finds you well. We want to take a moment to address your concerns regarding the hardware issues you have encountered with your [Product Name].

We understand how important reliable hardware is to you, and we want to assure you that we are committed to delivering the highest quality products. Our team is actively working to investigate the matter and ensure that we resolve it as swiftly as possible.

If you have any further questions or require assistance, please do not hesitate to reach out to our support team at [Support Contact Information]. We appreciate your patience and understanding during this time.

Thank you for being a valued customer.

Sincerely,  
[Your Name]  
[Your Title]  
[Company Name]