

# Letter of Understanding

Date: \_\_\_\_\_

To: [Recipient's Name]

Address: [Recipient's Address]

Dear [Recipient's Name],

We are writing to confirm our understanding regarding the recent malfunction of [Device Name/Model]. We acknowledge that this issue has caused inconvenience and appreciate your patience as we work to resolve it.

Details of the Malfunction:

- Device Name: [Device Name]
- Date of Malfunction: [Date]
- Description of Issue: [Brief description of the malfunction]

Our Proposed Actions:

1. [Action 1: e.g., repair/replacement timeline]
2. [Action 2: e.g., compensation policy]

We value your business and are committed to ensuring that this situation is rectified promptly. Should you have any further questions or require assistance, please do not hesitate to contact us at [Contact Information].

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]