

Letter of Explanation for Product Malfunction

Your Name

Your Address
City, State, Zip Code
Email Address
Phone Number
Date: [Insert Date]

Recipient's Name

Company Name
Company Address
City, State, Zip Code

Dear [Recipient's Name],

I am writing to inform you about a malfunction that occurred with the [Product Name], which I purchased on [Purchase Date]. Unfortunately, the product has not been functioning as intended due to [briefly describe the issue, e.g., "it not turning on," "error messages appearing," etc.].

I have attempted to troubleshoot the problem by [list any steps taken, e.g., "checking the battery," "resetting the device," etc.], but the issue persists.

Please advise on the next steps I should take regarding this malfunction. I look forward to your prompt response to resolve this matter.

Thank you for your attention to this issue.

Sincerely,
[Your Name]