

Subject: Troubleshooting e-Book Download Issues

Dear [Library Name] Support Team,

I hope this message finds you well. I am writing to seek assistance regarding a problem I am experiencing with downloading e-books from your library.

Details of the issue:

- **Library Card Number:** [Your Library Card Number]
- **E-Book Title:** [Title of the E-Book]
- **Date of Attempt:** [Date]
- **Device Used:** [Your Device]
- **Error Message Received:** [Error Message]

Steps I've taken to troubleshoot:

1. Checked my internet connection.
2. Cleared cache and cookies in my web browser.
3. Attempted to download the e-book on a different device.

Despite these attempts, I have been unable to download the e-book. I would appreciate any guidance or support you can provide to resolve this issue.

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

Best regards,
[Your Name]
[Your Contact Information]