

# Grievance Letter Regarding Unclear Warranty Information

Your Name  
Your Address  
City, State, Zip Code  
Email Address  
Phone Number  
Date

Customer Service Department  
[Company Name]  
[Company Address]  
City, State, Zip Code

Dear Customer Service Team,

I am writing to formally express my grievance regarding the unclear warranty information provided for [product name or model number], which I purchased on [purchase date]. Despite reviewing the warranty documentation included with the product, I have found the terms and conditions to be ambiguous and lacking in necessary details.

My concerns specifically relate to the following points:

- The duration of the warranty coverage is unclear.
- Details on what is included and excluded under the warranty are not specified.
- Guidelines on the claim process and the necessary documentation are vague.

Due to these ambiguities, I am uncertain about my rights and the product's coverage. I believe it is vital for customers to understand the warranty terms clearly to ensure peace of mind with their purchase.

I kindly request that you provide me with a detailed explanation of the warranty conditions and how I can officially file a claim if needed. I appreciate your attention to this matter and look forward to your prompt response.

Thank you for your support.

Sincerely,  
[Your Name]