

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

Company Name  
Company Address  
City, State, Zip Code

Dear Customer Service,

I am writing to formally submit a warranty claim regarding the recent replacement I received for [product name], which was ineffective in resolving the issue. The replacement was provided on [date of replacement], but I have continued to experience the same problems.

Details of the original purchase are as follows:

- Product Name: [original product name]
- Purchase Date: [purchase date]
- Order Number: [order number]
- Replacement Date: [date of replacement]

Despite following all care instructions and guidelines provided, I have encountered the same issue, which has not improved since the replacement.

I would appreciate your assistance in addressing this matter promptly. Please let me know how we can proceed, whether through a further replacement, repair, or refund.

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

Sincerely,  
[Your Full Name]