

Device Upgrade Denial Explanation

Date: [Insert Date]

To: [Recipient's Name]

From: [Your Name]

Subject: Device Upgrade Denial Explanation

Dear [Recipient's Name],

Thank you for your request regarding the upgrade of your device. We appreciate your interest in enhancing your equipment.

After careful consideration, we regret to inform you that your request for a device upgrade cannot be approved at this time. The factors influencing this decision include:

- **Eligibility Criteria:** Your current plan does not qualify for an upgrade.
- **Device Condition:** The existing device assessment indicated it is still functional and meets acceptable performance standards.
- **Policy Restrictions:** Our current policy limits upgrades to specific time intervals.

We encourage you to reach out to our support team for further assistance or to discuss any alternative options that may be available to you.

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Your Company]