

Warranty Terms Clarification

Date: [Insert Date]

To: [Customer's Name]

Address: [Customer's Address]

Email: [Customer's Email]

Dear [Customer's Name],

Thank you for your recent inquiry regarding the warranty terms associated with your purchase from [Store Name]. We understand that clarity on warranty terms is essential for our valued customers, and we are pleased to provide you with the following details.

Warranty Coverage

Your product is covered by a [Duration] warranty, which includes:

- Protection against manufacturing defects
- Repair or replacement of defective parts
- [Other Coverage Details]

Exclusions

Please note that the following are not covered under the warranty:

- Damage caused by misuse or improper handling
- Normal wear and tear
- [Other Exclusions]

Claim Process

To initiate a warranty claim, please follow these steps:

1. Contact our customer service at [Phone Number] or [Email Address].
2. Provide proof of purchase and a description of the issue.
3. Follow the instructions provided by our team.

If you have any further questions or need assistance, please do not hesitate to reach out.

Thank you for choosing [Store Name]. We appreciate your business.

Sincerely,

[Your Name]

[Your Position]

[Store Name]

[Store Contact Information]