

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Recipient Name]

[Company/Organization Name]

[Company Address]

[City, State, Zip Code]

Subject: Request for Resolution on Faulty Alarm System

Dear [Recipient Name],

I am writing to formally request your assistance in resolving an issue I am currently experiencing with the alarm system installed in my premises. The alarm system, purchased on [Purchase Date] under the order number [Order Number], has exhibited continuous faults that compromise its intended security functions.

Description of the issue:

- Frequent false alarms
- Inability to connect to the monitoring service
- Faulty sensor that does not respond

Despite following all troubleshooting guidelines outlined in the user manual, these issues have persisted. I kindly request a prompt investigation and resolution, which may include servicing the unit, replacement, or a full refund, as I wish to ensure the safety of my property.

Please let me know how to proceed with this matter. I am looking forward to your prompt response to resolve this issue amicably.

Thank you for your attention to this pressing matter.

Sincerely,

[Your Name]