

Letter of Explanation for Product Malfunction

Date: [Insert Date]

To Whom It May Concern,

I am writing to formally explain the malfunction of the [Product Name], which I purchased on [Purchase Date] from [Retailer Name].

Unfortunately, the product has been experiencing issues, specifically [describe the malfunction, e.g., "it does not turn on" or "it is making unusual noises"]. This problem began on [Date of First Malfunction] and has persisted despite my efforts to resolve it, including [mention any troubleshooting steps taken, e.g., "resetting the device," "checking the power supply," etc.].

I have attached relevant documents, including the receipt and any correspondence regarding the issue, to support my claim. I would appreciate your guidance on how to proceed with a warranty claim or to receive a replacement.[or any other resolution you seek].

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

Sincerely,

[Your Name]

[Your Contact Information]