

Broken Device Explanation

Date: [Insert Date]

To Whom It May Concern,

I am writing to formally explain the circumstances surrounding the malfunction of my device, [Device Name/Model], which occurred on [Date of Incident].

On the aforementioned date, I was using the device normally when it suddenly [describe the issue, e.g., stopped working, experienced a technical glitch]. I followed all recommended user protocols and guidelines, and it seems that the device has a defect or has suffered unexpected damage.

As a result, I have been unable to use the device effectively to complete my tasks, and I would appreciate your guidance on how to resolve this issue. I can provide further details or documentation if necessary.

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

Sincerely,

[Your Name]

[Your Contact Information]