

Dear [Support Team/Recipient's Name],

I hope this message finds you well. I am writing to follow up on the hardware support ticket I submitted on [Date of Ticket Submission] regarding [Brief Description of the Issue]. The ticket number is [Ticket Number].

As it has been [Number of Days/Weeks] since my initial request, I would appreciate any updates you may have regarding the status of the support ticket and the next steps in the resolution process.

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

Best regards,

[Your Name]

[Your Position]

[Your Contact Information]

[Your Company Name]