

Your Name  
Your Address  
City, State, Zip Code  
Email Address  
Phone Number  
Date

Customer Service Department  
Company Name  
Company Address  
City, State, Zip Code

Dear Customer Service Team,

I am writing to formally object to the warranty replacement offer provided for my product, [Product Name], with the serial number [Serial Number]. While I appreciate your acknowledgment of the issue, I believe the replacement offered does not adequately address the concerns I have.

The [specific issue with the product] has caused [explain the impact this has had on you], and I feel that a different resolution, such as [your desired outcome], would be more appropriate given the circumstances.

Please let me know how we can proceed to resolve this matter satisfactorily. I look forward to your prompt response.

Thank you for your attention to this matter.

Sincerely,  
[Your Name]