

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 Manager,

I am writing to express my concerns regarding a misunderstanding related to the warranty policy of one of your products, specifically [Product Name/Model]. I purchased this item on [Purchase Date], and I was assured by your sales representative that it came with a [Length of Warranty] warranty covering [specific details of what is covered].

However, I was recently informed that my understanding of the warranty may not align with your current policy, which has caused significant confusion and concern on my part. I would appreciate it if you could clarify the terms of the warranty as well as the steps I need to take to ensure my rights are fully protected.

I believe that clear communication is essential, and I hope we can resolve this matter amicably. I look forward to your prompt response regarding this issue.

Thank you for your attention to this matter.

Sincerely,  
Your Name