

# Complaint Regarding Poor Communication on Warranty Claims

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 formally express my dissatisfaction regarding the poor communication I have experienced with your company concerning my warranty claims. I purchased [product name] on [purchase date], and unfortunately, it has not performed as expected due to [brief description of the issue].

I submitted my warranty claim on [claim submission date], and since then, I have faced numerous challenges in receiving timely updates and information regarding the status of my claim. My attempts to reach out through [methods of communication] have been met with delays and unhelpful responses from your representatives.

As a customer, I expect clear and efficient communication throughout the warranty process. The lack of information has caused significant inconvenience and frustration on my part. I urge you to look into this matter promptly and provide a comprehensive update on the status of my warranty claim.

I appreciate your immediate attention to this issue and hope for a swift resolution. I look forward to your prompt response.

Sincerely,  
Your Name