

Formal Complaint Regarding Erroneous Warranty Information

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Recipient Name]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Recipient Name],

I am writing to formally complain about the erroneous warranty information provided regarding [Product Name/Model]. On [purchase date], I purchased this product from [store/location], and I was assured that it came with a [duration] warranty covering [specific aspects].

However, upon filing a claim for [issue], I was informed that my warranty is not valid due to [specific reason]. This information directly contradicts what was communicated to me at the time of purchase, which has caused considerable inconvenience and frustration.

I kindly request that you investigate this matter and provide clarification regarding the warranty status of my product. I believe it is important to uphold the commitments made to customers and rectify any misinformation provided at the point of sale.

Please contact me at your earliest convenience to discuss this matter further. I appreciate your prompt attention to this issue and look forward to your response.

Thank you for your cooperation.

Sincerely,

[Your Name]