

# Warranty Denial Letter

Subject: Warranty Denial Letter

Dear [Customer's Name],

We hope this letter finds you well. We appreciate your recent correspondence regarding your warranty claim for [product/model]. After careful review and assessment of the provided information, we regret to inform you that your warranty claim has been denied.

The decision to deny your claim was based on the following grounds:

1. [Reason for denial - e.g., Expiration of Warranty Period]: Our records indicate that the warranty period for your [product/model] expired on [date]. Unfortunately, your claim was submitted after the specified warranty coverage period, and we are unable to provide assistance beyond the warranty's expiration date.
2. [Reason for denial - e.g., Failure to Comply with Warranty Terms and Conditions]: Upon examination of your product, it was determined that the issues you encountered were a result of improper handling, misuse, or neglect. Our warranty explicitly states that it does not cover damages caused by user error or actions that are outside the scope of intended use.
3. [Reason for denial - e.g., Unauthorized Repairs or Modifications]: It has come to our attention that unauthorized repairs or modifications were made to your [product/model]. Any alterations or repairs performed by an unauthorized service provider can void the warranty, as stated in the terms and conditions.

We understand that this news may be disappointing, and we genuinely regret any inconvenience caused. However, we would like to remind you that our warranty policy is designed to protect against manufacturing defects and faults within a specified timeframe, ensuring the quality and performance of our products.

Please note that you have the option to seek assistance from an authorized service center or independent repair technician at your own expense. They may be able to diagnose the issue and provide suitable solutions outside the warranty coverage.

If you have any further questions or concerns regarding this matter, please do not hesitate to contact our customer service department at [phone number] or [email address]. We are committed to providing you with any additional information or clarification you may require.

Once again, we apologize for any inconvenience caused and thank you for your understanding.

Sincerely,

[Your Name]

[Your Title/Position]

[Company Name]