

Serious tone warranty denial for customer misuse

Subject: Warranty Claim Denial - Product Misuse Identified

Dear [Customer Name],

Reference: Warranty Claim #[Claim Number]

Our certified technicians have completed a comprehensive evaluation of your [Product Name] submitted for warranty repair on [Date].

The examination reveals clear evidence of damage resulting from improper use, specifically: [detailed description of misuse]. This type of damage is explicitly excluded from warranty coverage under Section [X] of your warranty agreement.

Documentation and photographs of the damage have been retained in your service file. The warranty explicitly states that coverage is void when products are subjected to conditions outside normal operating parameters.

Your product will be returned to you in its current condition within 5-7 business days. Should you wish to pursue repairs at your own expense, please contact our paid repair services division.

Regards,

[Name]

Technical Services Department

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