

Professional request for proper documentation

Subject: Warranty Claim Hold - Documentation Required

Dear [Customer Name],

We are currently reviewing your warranty claim for [Product Name], model [Model Number]. To process your claim, we require valid proof of purchase as specified in our warranty terms.

The documentation you provided does not meet our verification requirements because: [specific reason - illegible receipt, missing purchase date, unauthorized retailer, etc.].

To proceed with your warranty claim, please provide:

- Original receipt or invoice showing purchase date
- Authorized retailer documentation
- Product registration confirmation (if applicable)

Please submit the required documentation within 30 days of this notice. Claims without proper verification cannot be processed under our warranty policy.

We look forward to resolving your claim once proper documentation is received.

Thank you,

[Name]

Claims Verification Team

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