

Casual but firm denial for improper usage category

Subject: Warranty Claim Update - Commercial Use Exclusion

Hi [Customer Name],

Thanks for reaching out about your [Product Name]. We've looked into your warranty claim and unfortunately, we won't be able to cover the repair costs.

Here's the situation: our records show this product has been used in a commercial setting, but it was sold as a consumer-grade item with a residential warranty. Commercial use puts much more stress on products than typical home use, which is why we have separate product lines and warranties for business applications.

Your warranty specifically excludes commercial, industrial, or business use - it's mentioned in the fine print of your agreement.

While we can't cover this under warranty, our commercial service team can definitely help you out with repair options. They deal with heavy-use situations all the time and can get you back up and running.

Give us a call at [phone number] and mention you need commercial service support.

Thanks for understanding!

[Name]

Customer Care Team

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