

Empathetic but firm environmental damage denial

Subject: Warranty Claim Resolution - Environmental Damage

Dear [Customer Name],

I want to personally address your warranty claim for the [Product Name] that was damaged during the recent [flood/storm/fire/etc.] in your area. First, let me say how sorry I am that you're dealing with this situation.

After careful evaluation, our technical team has determined that the damage to your product resulted from environmental factors beyond normal operating conditions. Unfortunately, our warranty coverage specifically excludes damage from natural disasters, flooding, extreme temperatures, and similar environmental causes.

I know this isn't the news you were hoping for, especially after everything you've been through. While we can't cover this under warranty, I want to make sure you know about our disaster relief program. We offer significant discounts on replacement products for customers affected by natural disasters.

Please contact our disaster relief coordinator at [phone number] within 60 days. They can explain the available options and help you get back on your feet with minimal expense.

Our thoughts are with you during this difficult time.

Warmly,

[Name]

Customer Relations Manager

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