07-06-20XX

The manager,  
Modern Electronics Company,  
City Tower Branch, Michigan.

Subject: Warranty claim letter

Dear Manager,

I am Anna Williams, working as a manager at XYZ Company and I am writing you this letter for the sake of a warranty claim. Three days ago, I purchased multimedia from one of your outlets located at [name of the place] for conducting a presentation session and an upcoming seminar. Its cost was $2000/-.

I installed it today in order to check its functions on a trial basis. I regret to inform you that it was not functioning properly. It took more than estimated time to start. Once started, it produced an image of very poor quality having a lot of dark spots. Remote buttons were not functioning properly. It was incompatible with the sound system and not supporting USB files as well. In short, it was completely out of order.

I did purchase considering you the best electronics company in the town. But the situation here is alarming and awkward. We are just three days away from our company’s seminar where a lot of informatory data is to be presented by honorable guests. We are your regular customers and have been purchasing for the last ten years. Considering this you are requested to deal with our problem as fast as possible. I am also sending you a copy of the warranty card which was enclosed with a multimedia package.

Regards

Anna Williams