10th August 20XX

Liam Mason  
The Manager of ABC Company  
Michigan, ABC Branch

Dear Mr. Mason,

Subject: End of Warranty Letter to Customer

We are so distressed after listening to the problem you have with our air conditioner Model Q-098 that you bought in December 20XX. We are never enchanted to know this that one of our products has been gone wrong, regardless of the thing that warranty has expired or not.

We always try to give complete satisfaction to our customers because we ensure the reliability and quality of all our products. If we honor your plea to repair the air conditioner then it would be unfair for the rest of our customers who secured extended warranty during purchasing time.

By reviewing our records, we came to know that you had denied obtaining an extended warranty that was offered to you at the time of purchase. This extended warranty included full coverage of 5 years while the manufacturer's warranty was of 3 years.

It is sad to inform you that the warranty for the product has been expired and we cannot amend any changes in it. The proof that you had given to us along the purchase shows that it was purchased on 12-12-20XX. We give a warranty of three years that is enough time from the date of purchase, its warranty ended five months ago. If you still, ask us to repair this air conditioner for you it would charge then 500$. We guarantee you that it will work for a certain period.

You can have a look at affixed instruction and can return back to us promptly.

Regards,

George Marlow