[DATE]

Contact Name

Address

Address2

Country

City/Province

Postal Code

**RE: WE HAVE FOLLOWED OUR WARRANTY IN FULL ACCORDANCE**

Dear [CLIENT NAME],

We apologise for the inconvenience caused with regards to your [PRODUCT]. However, we have followed our warranty in full accordance with the law.

To recall when you purchased our [PRODUCT], you declined installation in return for [AMOUNT] discount. As noted on your warranty, if a factory-authorised serviceman performs the installation, you are covered for parts and labour for [NUMBER] days/months from the date of purchase. Should you not use an authorised serviceman, you are covered for parts (not labour) for a period of [NUMBER] days/months.

You are already [NUMBER] days/months past your three-month cut-off, However, as a good customer. we have made an allowance. and did not charge you for parts. even though we were well within our rights and letter of the warranty to do so.

We hope you are happy with the outcome,. If there are any other questions about the warranty, or other [YOUR COMPANY] products, please contact us on [CONTACT NUMBER].

Sincerely,

[NAME]

[TITLE]

[CONTACT NUMBER NUMBER]

[COMPANY EMAIL]