

Instruction: This is a model letter. Adapt to fit your facts and circumstances.

| | | |
|----------------------|------|----------------------|
| | | Return address: |
| | | Company |
| | Date | Address Line 1 |
| | | Address Line 2 |
| | | City, State Zip Code |
| Name | | |
| Company | | |
| Address Line | | |
| City, State Zip Code | | |

Re: Response to Request for Service on Expired Warranty

Dear :

Thank you for your purchasing a {product} from {name of company}. We are sorry that you have experienced a problem with the product and it has ceased to function correctly. We would be glad to correct the problem and ship the {product} back to you as soon as possible. However, your warranty has expired. You purchased the {product} on {date}. The warranty covers all service and parts for one year. Unfortunately, your warranty expired four months ago. We will have to charge you a small fee for parts and service to fix your {product}.

Please contact us as soon as possible regarding your {product}. Once again, thank you for choosing {name of company}.

Sincerely,

N A M E