

Technical and Business Writing

Assignment # 06

Name: Hamza Shahid

Roll No: 20P-0117

Section: SE-5A

Subject: Request for Warranty Service - Defective Earbuds

Dear XYZ Customer Service,

I want to bring to your attention an issue I've encountered with a recent purchase I made from your online store. I purchased a pair of earbuds pro max on September 23, 2023 and one of the earbuds has unexpectedly stopped working.

Here are the details of my purchase:

- Product: earbuds pro max
- Purchase Date: September 23, 2023
- Order Number: 123
- Purchase Amount: \$40

Upon receiving and using the earbuds, I was initially delighted with their performance and sound quality. However, it was disappointing to discover that the left earbud has ceased to function for no apparent reason. I tried troubleshooting the issue, such as charging and cleaning, to no avail.

I believe this issue might be a result of a manufacturing defect, as I have always handled the earbuds with care and followed the recommended usage guidelines. It is especially disheartening since I am a first-time customer of XYZ and had high expectations based on your reputation for high-quality products.

I kindly request that you honor the warranty for this product and provide the necessary service to repair or replace the defective earbud. My purchase was made under the belief that XYZ stands by the quality of its products and offers excellent customer support.

I am more than willing to provide any additional information or take any required steps to facilitate the warranty process. I have attached a copy of the purchase receipt for your reference.

Please respond to this request at your earliest convenience, and let me know the next steps in the warranty service process. I understand that timely customer support is vital, and I hope that this issue can be resolved promptly.

You can reach me via email at anonymous@nowhere.com to discuss this matter further or provide any necessary instructions for returning the product.

Thank you for your attention to this matter. I look forward to a swift resolution, and I remain hopeful that my experience with XYZ will ultimately reflect the high regard in which your products and services are held.

Sincerely,
Hamza Shahid
Peshawar, Pakistan