S. Prashanth

Customer care Manager

ABC Electricals

23, Galle Road

Moratuwa

27.05.2023

A.K.M. Samarathung

23, Soysapura Road

Ratmalan

Dear Mr. Samarathunga,

RE: Faulty Microwave and Warranty Claim

I deeply apologize for the inconvenience caused by the sudden malfunction of your microwave. Your satisfaction is our utmost priority, and we are fully committed to resolving this issue promptly.

To proceed with the resolution process, kindly provide specific details regarding the problem you encountered. Any error messages, unusual noises, or relevant information would greatly assist our technical team in accurately diagnosing the issue.

Upon receiving the necessary information, our qualified technicians will promptly schedule an inspection of the faulty microwave at your convenience. Following their assessment, if the microwave is confirmed to be irreparable, we will expedite the delivery of a replacement unit in accordance with your valid warranty.

I understand the frustration and disruption this has caused you. We genuinely appreciate your patience and support during this time. Please rest assured that we are dedicated to rectifying this situation and restoring your confidence in our products.

If you have any further concerns or questions, please do not hesitate to contact our customer service department at [phone number] or via email at [email address]. We are available to assist you and address any additional inquiries you may have.

Thank you for bringing this matter to our attention. We assure you that we are taking immediate action to resolve the issue and ensure your satisfaction as our valued customer.

Yours sincerely,

S. Prashanth

Customer care Manager

ABC Electricals