

Claim Adjustment Letter Sample for Defective Electronic Product

This document provides a **claim adjustment letter sample for defective electronic product**, guiding consumers on how to formally request a resolution for faulty electronics. The letter typically outlines the product defect, purchase details, and desired compensation or replacement, aiming to facilitate effective communication between the buyer and manufacturer or seller. It serves as a professional template to ensure clarity, assert consumer rights, and expedite the claim process for defective electronics.

Sample Claim Adjustment Letter

Your Name

Your Address

City, State, ZIP Code

Email Address

Phone Number

Date

Customer Service Department

[Seller/Manufacturer Name]

[Company Address]

City, State, ZIP Code

Subject: Claim Adjustment Request for Defective Electronic Product

Dear Sir/Madam,

I am writing to formally inform you about an issue I have encountered with a recent purchase made from your company. Below are the details of the product and purchase:

- **Product Name:** [Product Name/Model]
- **Serial Number:** [Serial Number]
- **Purchase Date:** [Purchase Date]
- **Order/Invoice Number:** [Order/Invoice Number]

Unfortunately, after using the product for [duration since purchase], I identified the following defect(s):

[Briefly describe the defect or issue, including any troubleshooting steps already taken.]

As the product is still under warranty and within the return/exchange policy period, I kindly request a prompt resolution to this issue. I would appreciate it if you could [replace the product/refund the purchase amount/repair the item] at your earliest convenience.

Please find attached copies of my purchase receipt, warranty card, and photographs illustrating the defect for your reference.

I look forward to your prompt response and a satisfactory resolution to my claim. Should you need any further information, please do not hesitate to contact me.

Thank you for your attention to this matter.

Sincerely,

[Your Name]