

Business Inquiry Letter to Supplier about Warranty and After-Sales Service

[Your Company Letterhead]

[Date]

[Supplier's Name]

[Supplier's Company Name]

[Supplier's Address]

[City, State, ZIP Code]

Dear [Supplier's Name],

I hope this message finds you well. We are currently reviewing our procurement options and are interested in learning more about your products and the level of support you provide after the purchase.

Specifically, we would appreciate detailed information regarding the warranty and after-sales service policies associated with your products. Kindly address the following points in your response:

- **Warranty Coverage:** Please outline the terms and conditions of your standard warranty, including duration, coverage scope, and any exclusions.
- **Warranty Claims:** What procedures should be followed to initiate a warranty claim? What documentation is required?
- **Repair and Replacement Policy:** How do you handle defective or malfunctioning products? What is the usual response time and process for repair or replacement?
- **After-Sales Support:** What customer support services do you offer following a purchase? Do you provide technical assistance, maintenance, or on-site support?
- **Extended Warranty or Service Packages:** Are there options to purchase extended coverage or additional service contracts?

Understanding these details will help us make an informed purchasing decision and ensure we can maintain optimal performance of the products supplied by your company. Please feel free to include any brochures, service agreements, or additional documentation that would be helpful.

We look forward to your prompt and detailed response.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]