

Professional warranty claim denial with alternatives

Subject: Warranty Claim Decision - Claim #[Number]

Dear [Customer Name],

Thank you for submitting warranty claim #[Claim Number] for your [Product Name]. After careful examination by our technical team, we must inform you that this claim falls outside our warranty coverage terms.

Claim Details:

- Issue Reported: [Description]
- Evaluation Date: [Date]
- Reason for Denial: [Specific Reason]

While we cannot cover this repair under warranty, we understand your disappointment and want to help. We're offering the following alternatives:

- Discounted repair service at 40% off standard rates
- Trade-in credit toward a newer model
- Payment plan options for repairs
- Referral to authorized independent repair services

Our decision is based on [Specific Policy Reference], but we're committed to maintaining our relationship with you. Please contact our customer solutions team at [Number] to discuss these options.

We value your business and hope to continue serving you.

Respectfully,

[Name]

Warranty Review Department

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