File a Warranty Claim

### Sample Letter #1

Two weeks ago I received the enclosed pruning shears, ordered from your spring catalog. I was trimming a lilac bush, a relatively simple task for a pair of shears, when the handle split in two. The terms of the warranty indicate that if I am not satisfied, I am entitled to receive a full refund. I want my money back, including my shipping costs, so I have enclosed receipts for the shears and for the shipping. Please send the check to my home address shown on both the check and this letter.

### Sample Letter #2

Just over four months ago I purchased an outside CV joint from you. I am already hearing clicking noises when I turn right, indicating that the joint has gone bad. Of course, one of the selling points of this part was its one year warranty. I assume that you will repair or replace the part under that warranty. I am returning it and have enclosed a copy of the purchase order.

I will appreciate your prompt response since I am unable to drive my car without the joint. Thank you.

### Sample Letter #3

My new extension ladder does not extend. The channel is obstructed by excess metal. As this ladder was purchased only one month ago, and carries a 90-day warranty, I hope you can replace it promptly with a functioning unit. I thank you for your prompt attention in this matter.