

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Date]

Customer Service Team
HP Inc.

[Company Address]
[City, State, Zip Code]

Dear Customer Service Team,

I hope this letter finds you well. I am writing to express my concerns regarding my HP laptop, model [Model Number], which I purchased on [Purchase Date]. Unfortunately, I have been experiencing [describe the issue briefly, e.g., performance problems, hardware malfunction, etc.]. Despite following the recommended troubleshooting steps, the issue persists. It has affected my ability to [explain how it impacts your use of the laptop].

I would appreciate it if you could provide guidance on how to resolve this matter, or if necessary, details on the process for warranty repair or replacement.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]
[Your Phone Number]