

[Your Name]
[Your Position]
[Your Company]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]
[Recipient Name]
[Recipient's Position]
[Recipient's Company]
[Recipient's Address]
[City, State, Zip Code]

Dear [Recipient Name],

I hope this message finds you well.

I am writing to inquire about the recent issues we have been experiencing with our HP printer model [Model Number]. Despite multiple attempts to troubleshoot, we have encountered [briefly explain the issue, e.g., paper jams, printing errors, etc.].

Could you please provide guidance on how we can resolve this matter?

Additionally, if any warranty or service options are available, I would appreciate your assistance in outlining those as well.

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

Best regards,

[Your Name]
[Your Position]
[Your Company]
[Your Contact Information]