

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

HP Support

[HP Support Address]
[City, State, Zip Code]

Dear HP Support Team,

I hope this message finds you well. I am writing to formally report a malfunction with my [Product Name/Model], which I purchased on [Purchase Date] from [Retailer/Website].

[Brief description of the problem, including any error messages, symptoms, and troubleshooting steps already attempted.]

Given the circumstances, I would appreciate your guidance on how to proceed. If necessary, I would be willing to send the unit in for repair or replacement.

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

Sincerely,

[Your Name]

[Your HP Product Serial Number/Reference Number if applicable]