

[Your Company Letterhead]

[Date]

[Customer's Name]

[Customer's Address]

[City, State, Zip Code]

Dear [Customer's Name],

Subject: LCD Replacement Policy

We value your business and strive to provide the best customer experience possible. This letter serves to outline our policy regarding the replacement of LCD screens under specific conditions.

1. ****Eligibility****: The LCD screen must exhibit defects covered under our warranty policy, including but not limited to dead pixels, discoloration, or screen flickering.

2. ****Assessment****: Customers are required to bring the device to our service center for an assessment by our technicians.

3. ****Replacement Process****: If the LCD is deemed faulty, a replacement will be issued within [timeframe, e.g., 5-7 business days].

4. ****Exclusions****: Damages resulting from user misuse, accidents, or unauthorized repairs are not covered under this policy.

5. ****Contact Information****: For further inquiries, please contact our customer service at [phone number] or [email address].

Thank you for choosing [Your Company Name]. We look forward to assisting you with your device needs.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]