

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

Dear [Recipient Name],

I hope this letter finds you well.

I am writing to discuss our recent experience with the Xerox printer model [Model Number] that we purchased on [Purchase Date]. We have encountered [briefly describe the issue or concern, e.g., "a recurring paper jam issue which affects our workflow"].

We would appreciate your assistance in resolving this matter.

Specifically, we would like to know [mention any specific actions you are requesting, e.g., "if there are any troubleshooting steps we can follow or if service support can be arranged"].

Thank you for your attention to this issue. We value our partnership with Xerox and look forward to your prompt response.

Sincerely,

[Your Name]
[Your Position]
[Your Company]