

[Company Header/Logo]

[Date]

[Client Name]

[Client Address]

[City, State, Zip Code]

Subject: Warranty and Maintenance Support - [Product/System Name]

Dear [Client Contact Name],

This letter serves as formal documentation regarding the warranty and maintenance support for your Fraud Detection System, effective as of [Start Date].

1. Warranty Coverage

The system is covered under a limited warranty for a period of [Duration]. This covers any defects in software performance and ensures the system functions according to the technical specifications outlined in the service agreement.

2. Maintenance Services

To ensure optimal performance and protection against emerging threats, our support team will provide the following:

- Regular algorithm updates and security patches.
- Periodic system health checks and performance tuning.
- Database updates for known fraud patterns.

3. Technical Support and SLA

Support requests can be submitted via [Email/Portal/Phone]. Our team commits to the following response times:

- Critical Issues: [Number] hours.
- Standard Queries: [Number] business days.

4. Exclusions

This agreement does not cover issues arising from unauthorized modifications, third-party hardware failure, or misuse of the system outside of the provided guidelines.

We are committed to securing your operations. For any questions regarding this coverage, please contact your account manager at [Phone Number].

Sincerely,

[Your Name]
[Your Title]
[Company Name]