(Your Details) Name

Address line 1

Address line 2

Address line 3

Name (Their Details)

Address line 1

Address Line 2

Address line 3

(Insert Date)

Dear Sir or Madam,

RE: **(contract number/receipt number/invoice number (add appropriate identification feature)**

On (add date) I purchased a (add product) from you and paid £/€ (add amount).

I now find that the product has the following fault(s):

(Briefly list the facts of the fault(s)

The law allows that I can expect goods to be of a satisfactory quality, free from defects and durable. As the goods were faulty when I bought them I request that you now provide a repair/replacement/refund (delete as appropriate).

I would appreciate your prompt response but request a reply to be provided within 14 days of receipt of this letter.

Yours faithfully

(Your Name)