(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).

To date the goods have not been delivered within the agreed time.

None delivery of goods is considered to be a breach of contract and I therefore claim delivery of the goods within 10 working days or a full refund of the money paid.

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)