

Personal name/Address details

Date

Owner / Managers name (or The Manager)

Retailer's name

Retailer's address

Retailer's postcode

Dear [owner/manager's name or Sir/Madam]

Sale of Goods Act 1979 (as amended)

On [date of purchase], I bought a [insert description of what you bought, e.g. 3 piece suite] from you for £xxx which is not as described / not of satisfactory quality / or fit for purpose made known (delete as appropriate).

The problems are: [list the faults, for instance]

1. The arm of the sofa is loose
2. Nails are sticking out at the side
3. One of the cushions has flattened

Inserting either:

I wish to claim a repair/ I wish to reject the goods and claim a replacement/partial refund/refund [delete as appropriate]

Or

I complained about this to you [insert date of your telephone call (s) (if applicable)]. I have heard nothing since

Please respond to my complaint within 14 days from receipt of this letter.

Yours sincerely/yours faithfully

[Name]