# **Template 1: Follow up email if you have not heard back after submitting a refund request**

Dear [seller] team,

**Re: [insert description of product / service you purchased] [insert reference number if you were provided one]**

I recently contacted you about an issue I have had with my [item]. I *(select one)* [sent an email to [seller’s email address] / submitted an online inquiry through your website at [seller’s website] / called your team on [seller’s phone number]] on [date and time].

*If applicable, add the following to this paragraph:*

* My [reference / inquiry number] is [number/reference].
* I communicated with [name of person] about this matter.

I have not received a response since this initial communication with you. *(For this paragraph, select one of the following options):*

* I have attached my first email to this one for your reference. [Give a summary of the problem and restate what you would like the seller to do to fix it.]
* For your reference, my initial [call / inquiry] was about [give summary of what you said on the call / inquiry]. [Restate the problem and what you would like the seller to do to fix it]. I have attached my proof of purchase.

If I do not receive any communications from you by [date], I intend to [What do you intend to do? Visit their office? Initiate a chargeback? Post about your experience on social media?]. I look forward to hearing back from you and resolving this issue promptly.

Yours sincerely,

[name]

*(A note from the MoneyHub team: We do not suggest threatening a Disputes Tribunal hearing in this first follow up. If the seller still refuses to respond or to cooperate after this email, then it may be time to raise the possibility of going to the Disputes Tribunal.)*

# **Template 2: Letter of notice regarding a Disputes Tribunal hearing**

Dear [seller] team,

**Re: [insert description of product / service you purchased] [insert reference number if you were provided one]**

I am writing again regarding my problem with [item]. [One line summary of the problem and what you would like from the seller e.g. “I am requesting a refund of $200 as the blender I bought from your Queen Street store arrived with a faulty plug”]. I have contacted you on [number] previous occasions about this issue, on [list dates and times of previous communications].

If I do not *(select one)* [receive a response from you / receive [solution that you are seeking]] by [date], I will file a claim with the Disputes Tribunal.

I plan to claim for a total of [amount]. I am claiming [amount] to compensate for [item]. This attracts a filing fee of *(select one number and delete the brackets (for claims under $XXX))* [$45 (for claims under $2,000) / $90 (for claims between $2,000 and $5,000) / $180 (for claims between $5,000 and $30,000)].

You and I will have the opportunity to be heard by the Tribunal. By escalating this matter to the Disputes Tribunal, I am confident that we will be able to settle this issue reasonably quickly and with certainty.

I am happy to complete the claim form if you can provide me with the following details:

• **Your Organisation/Company Name**

**• Your Organisation/Company Contact Name:**

**• Your Addresses**

**• Your Phone Numbers:**

**• Your Email:**

**• Your Company Secretary’s Name:**

**• Your Company Secretary’s Email:**

If you wish to counter-claim, you can use the CIV which will be provided to you when I file the claim.

Please let me know if you need any details from me so we can settle this matter quickly. I look forward to meeting your team in person at the Disputes Tribunal.

Yours sincerely,

[Name]