# **Template 1: If you want a refund or replacement for a faulty product**

Dear [seller] team,

**Re: [insert description of product / service you purchased]**

I bought a [brand name, what the product is, and model] on the [date] from your [location] store. (*Substitute “from your [location] store” for “from the [name of website] website” if you bought it online)*

Since purchasing this product, I have encountered issues with it. [Describe the issues with the item. Provide as much detail as you can e.g. what is the problem, when the problems have occurred, how often does the problem occur, how bad is the problem]. I have **attached** images of [description of what your images show].

Under the Consumer Guarantees Act, I have the right to expect that any items I purchase will *(select one)* [meet an acceptable standard / last a reasonable time]. As the [item] I purchased *(select one)* [clearly does not meet this standard / has clearly become unusable in an unreasonably short period], I am writing to request *(select one or both)* [a refund of [amount] or a replacement [item] of working quality]. *(If there is a warranty on the product, replace this paragraph with Additional Paragraph 3)*

*(If necessary, insert Additional Paragraph 1 and/or Additional Paragraph 2 here)*

I have **attached** my [receipt / proof of purchase] for your reference. Please let me know if you require further information. You can reach me at [your email] or [your phone number].

I look forward to hearing back from you and resolving this issue promptly.

Yours sincerely,

[name]

***Additional paragraphs that may fit your situation***

* *Additional 1: If the faulty item / service has caused damage to something else that you own:*

The problem with my [faulty item that you are trying to refund, repair or replace] has also caused [describe damage done to anything else as a result of the faulty item]. I have attached *(select one)* [an image / images] for your reference. As the damage to [thing that was damaged by the faulty item] was caused by [faulty item] *(select one)* [falling short of an acceptable standard / becoming unusable in an unreasonably short period / not being fit for the purpose for which I purchased it / not matching the description], I understand that [seller] must cover the cost of fixing this problem. I am willing to accept [amount] to [purpose for requesting compensation e.g. repair my floorboards, install a new switchboard].

* *Additional 2: If you have had to incur additional costs due to the item being unsatisfactory*

Because of the problem with my [faulty item that you are trying to refund, repair or replace], I have had to pay [what additional costs did you have to pay for as a result of the item not working e.g. for a replacement fridge, to use a laundromat on three occasions]. I would not have incurred this cost if not for the problem with my [faulty item], so I understand that [seller] is responsible for covering this expense. I am willing to accept [amount] in compensation.

* *Additional 3: If there is a warranty for the faulty item / service*

[Location where the warranty is displayed e.g. my letter of warranty, your website, on the back of my receipt], states that "[what does the warranty say?]". I have owned [item] for less than [length of warranty]. Under the Consumer Guarantees Act, I have the right to expect that any items I purchase will last a reasonable time. [How long has it been since you purchased the item, in months or years?] is not reasonable. Therefore, I am writing to request *(select one or both)* [a refund of [amount] or a replacement [item] of working quality].

# **Template 2: If you want your faulty item repaired**

Dear [seller] team,

**Re: [insert description of product / service you purchased]**

I bought a [brand name, what the product is, and model] on the [date] from your [location] store. (*Substitute “from your [location] store” for “from the [name of website] website” if you bought it online)*

Since purchasing this product, I have encountered issues with it. [Describe the issues with the item. Provide as much detail as you can e.g. what is the problem, when the problems have occurred, how often does the problem occur, how bad is the problem]. I have **attached** images of [description of what your images show].

Under the Consumer Guarantees Act, I have the right to expect that any items I purchase will *(select one)* [meet an acceptable standard / last a reasonable time]. As the [item] I purchased *(select one)* [clearly does not meet this standard / has clearly become unusable in an unreasonably short period], I am writing to request that [seller] repairs my [item] and to cover the costs of doing so. I am willing to accept a repair if it is done reasonably quickly and to a high standard. I expect [number of days] working days to be a reasonable time frame to complete repairs.

Please confirm that [seller] is willing to repair my [item]. Additionally, please let me know what [seller] requires for repairs to be arranged.

*(If necessary, insert Additional Paragraph 1 and/or Additional Paragraph 2 here)*

I have **attached** my [receipt / proof of purchase] for your reference. Please let me know if you require further information. You can reach me at [your email] or [your phone number].

I look forward to hearing back from you and resolving this issue promptly.

Yours sincerely,

[name]

***Additional paragraphs that may fit your situation***

* *Additional 1: If the faulty item / service has caused damage to something else that you own:*

The problem with my [faulty item that you are trying to refund, repair or replace] has also caused [describe damage done to anything else as a result of the faulty item]. I have attached *(select one)* [an image / images] for your reference. As the damage to [thing that was damaged by the faulty item] was caused by [faulty item] *(select one)* [falling short of an acceptable standard / becoming unusable in an unreasonably short period / not being fit for the purpose for which I purchased it / not matching the description], I understand that [seller] must cover the cost of fixing this problem. I am willing to accept [amount] to [purpose for requesting compensation e.g. repair my floorboards, install a new switchboard].

* *Additional 2: If you have had to incur additional costs due to the item being unsatisfactory*

Because of the problem with my [faulty item that you are trying to refund, repair or replace], I have had to pay [what additional costs did you have to pay for as a result of the item not working e.g. for a replacement fridge, to use a laundromat on three occasions]. I would not have incurred this cost if not for the problem with my [faulty item], so I understand that [seller] is responsible for covering this expense. I am willing to accept [amount] in compensation.

* *Additional 3: If there is a warranty for the faulty item / service*

[Location where the warranty is displayed e.g. my letter of warranty, your website, on the back of my receipt], states that "[what does the warranty say?]". I have owned [item] for less than [length of warranty]. Under the Consumer Guarantees Act, I have the right to expect that any items I purchase will last a reasonable time. [How long has it been since you purchased the item, in months or years?] is not reasonable. Therefore, I am writing to request that [seller] repairs my [item] and to cover the costs of doing so. I am willing to accept a repair if it is done reasonably quickly and to a high standard. I expect [number of days] working days to be a reasonable time frame to complete repairs.

# **Template 3: If you bought the item for a specific purpose**

Dear [seller] team,

**Re: [insert description of product / service you purchased]**

I bought a [brand name, what the product is, and model] on the [date] from your [location] store. (*Substitute “from your [location] store” for “from the [name of website] website” if you bought it online)*

Before I purchased the [item], I told [name of person you talked to / the store assistant] that I wanted a [item] for [the specific purpose you had in mind]. [Name of person you talked to / the store assistant] then recommended this particular model. After purchasing the [item], however, I discovered that [describe the problem].

Under the Consumer Guarantees Act, I am entitled to purchase goods that match the purpose for which I bought it. Because [item] is not fit for the purpose for which I purchased it, I am writing to request a refund of [amount].

*(If necessary, insert Additional Paragraph 1 and/or Additional Paragraph 2 here)*

I have **attached** my [receipt / proof of purchase] for your reference. Please let me know if you require further information. You can reach me at [your email] or [your phone number].

I look forward to hearing back from you and resolving this issue promptly.

Yours sincerely,

[name]

***Additional paragraphs that may fit your situation***

* *Additional 1: If the faulty item / service has caused damage to something else that you own:*

The problem with my [faulty item that you are trying to refund, repair or replace] has also caused [describe damage done to anything else as a result of the faulty item]. I have attached *(select one)* [an image / images] for your reference. As the damage to [thing that was damaged by the faulty item] was caused by [faulty item] *(select one)* [falling short of an acceptable standard / becoming unusable in an unreasonably short period / not being fit for the purpose for which I purchased it / not matching the description], I understand that [seller] must cover the cost of fixing this problem. I am willing to accept [amount] to [purpose for requesting compensation e.g. repair my floorboards, install a new switchboard].

* *Additional 2: If you have had to incur additional costs due to the item being unsatisfactory*

Because of the problem with my [faulty item that you are trying to refund, repair or replace], I have had to pay [what additional costs did you have to pay for as a result of the item not working e.g. for a replacement fridge, to use a laundromat on three occasions]. I would not have incurred this cost if not for the problem with my [faulty item], so I understand that [seller] is responsible for covering this expense. I am willing to accept [amount] in compensation.

# **Template 4: If the item you bought did not match the description or what a sales assistant told you**

Dear [seller] team,

**Re: [insert description of product / service you purchased]**

I bought a [brand name, what the product is, and model] on the [date] from your [location] store. (*Substitute “from your [location] store” for “from the [name of website] website” if you bought it online)*

Before I purchased the [item], *(choose either)* [name of person you talked to / the store assistant] told me that [what did they tell you?] ***OR*** [your website / advertising] stated that [what did it say?]. I purchased the [item] based on this information.

However, I have since discovered that the description does not match the item I purchased. Under the Consumer Guarantees Act, I am entitled to purchase goods that match their description. Therefore, I am writing to request *(select one or both)* [a refund of [amount] or a replacement [item] that matches the description I was provided].

*(If necessary, insert Additional Paragraph 1 and/or Additional Paragraph 2 here)*

I have **attached** my [receipt / proof of purchase] for your reference. Please let me know if you require further information. You can reach me at [your email] or [your phone number].

I look forward to hearing back from you and resolving this issue promptly.

Yours sincerely,

[name]

***Additional paragraphs that may fit your situation***

* *Additional 1: If the faulty item / service has caused damage to something else that you own:*

The problem with my [faulty item that you are trying to refund, repair or replace] has also caused [describe damage done to anything else as a result of the faulty item]. I have attached *(select one)* [an image / images] for your reference. As the damage to [thing that was damaged by the faulty item] was caused by [faulty item] *(select one)* [falling short of an acceptable standard / becoming unusable in an unreasonably short period / not being fit for the purpose for which I purchased it / not matching the description], I understand that [seller] must cover the cost of fixing this problem. I am willing to accept [amount] to [purpose for requesting compensation e.g. repair my floorboards, install a new switchboard].

* *Additional 2: If you have had to incur additional costs due to the item being unsatisfactory*

Because of the problem with my [faulty item that you are trying to refund, repair or replace], I have had to pay [what additional costs did you have to pay for as a result of the item not working e.g. for a replacement fridge, to use a laundromat on three occasions]. I would not have incurred this cost if not for the problem with my [faulty item], so I understand that [seller] is responsible for covering this expense. I am willing to accept [amount] in compensation.

# **Template 5: If the item you bought was damaged in the post**

Dear [seller] team,

**Re: [insert description of product / service you purchased]**

I bought a [brand name, what the product is, and model] on the [date] from your [location] store. (*Substitute “from your [location] store” for “from the [name of website] website” if you bought it online)*

After purchasing [item], [seller] arranged for it to be delivered to my address at [address]. When I opened the [package / container], I discovered that [item] was damaged while in transit. [Describe the issues with the item. Provide as much detail as you can e.g. what is the problem, how bad is the problem]. I have **attached** images of [description of what your images show].

Under the Consumer Guarantees Act, I understand that it is [seller]’s responsibility to ensure delivery of goods in acceptable condition. As the [item] I purchased *(select one)* [clearly does not meet this standard, I am writing to request *(select one or both)* [a refund of [amount] or a replacement [item] of working quality].

*(If necessary, insert Additional Paragraph 1 here)*

I have **attached** my [receipt / proof of purchase] for your reference. Please let me know if you require further information. You can reach me at [your email] or [your phone number].

I look forward to hearing back from you and resolving this issue promptly.

Yours sincerely,

[name]

***Additional paragraph that may fit your situation***

* *Additional 1: If you have had to incur additional costs due to the item being unsatisfactory*

Because my [faulty item that you are trying to refund, repair or replace] was damaged in transit, I have had to pay [what additional costs did you have to pay for as a result of the item not working e.g. for a replacement fridge, to use a laundromat on three occasions]. I would not have incurred this cost if not for the problem with my [faulty item], so I understand that [seller] is responsible for covering this expense. I am willing to accept [amount] in compensation.

# **Template 6:** **If the item you purchased was meant to be delivered but did not arrive at all**

Dear [seller] team,

**Re: [insert description of product / service you purchased]**

I bought a [brand name, what the product is, and model] on the [date] from your [location] store. (*Substitute “from your [location] store” for “from the [name of website] website” if you bought it online)*

After purchasing [item], [seller] arranged for it to be delivered to my address at [address]. However, the item never arrived.

Under the Consumer Guarantees Act, I understand that it is [seller]’s responsibility to ensure goods are delivered successfully. As the [item] I purchased did not arrive at all, I am writing to request *(select one or both)* [a refund of [amount] or a replacement [item]].

*(If necessary, insert Additional Paragraph 1 here)*

I have **attached** my [receipt / proof of purchase] for your reference. Please let me know if you require further information. You can reach me at [your email] or [your phone number].

I look forward to hearing back from you and resolving this issue promptly.

Yours sincerely,

[name]

***Additional paragraph that may fit your situation***

* *Additional 1: If you have had to incur additional costs due to the item being unsatisfactory*

Because my [faulty item that you are trying to refund, repair or replace] was not delivered, I have had to pay [what additional costs did you have to pay for as a result of the item not working e.g. for a replacement fridge, to use a laundromat on three occasions]. I would not have incurred this cost if my [item] had been delivered, so I understand that [seller] is responsible for covering this expense. I am willing to accept [amount] in compensation.

# **Template 7: If the item you purchased was delivered late**

Dear [seller] team,

**Re: [insert description of product / service you purchased]**

I bought a [brand name, what the product is, and model] on the [date] from your [location] store. (*Substitute “from your [location] store” for “from the [name of website] website” if you bought it online)*

After purchasing [item], [seller] arranged for it to be delivered to my address at [address]. I expected this delivery to be completed by [date], as stated on [where did you see the expected delivery time? e.g. your website]. However, the delivery arrived [length of time delivery was late by, in days or weeks] late.

Under the Consumer Guarantees Act, I understand that it is [seller]’s responsibility to ensure goods are delivered on time. As the [item] I purchased arrived much later than expected, I am writing to request *(select one)* [a refund of [amount] / reimbursement of [amount] to cover the cost of [what costs did you incur as a result of late delivery? E.g. hiring a fridge temporarily, using a laundromat on three occasions]].

*(If necessary, insert Additional Paragraph 1 here)*

I have **attached** my [receipt / proof of purchase] for your reference. Please let me know if you require further information. You can reach me at [your email] or [your phone number].

I look forward to hearing back from you and resolving this issue promptly.

Yours sincerely,

[name]

***Additional paragraph that may fit your situation***

* *Additional 1: If you have had to incur additional costs due to the item being unsatisfactory*

Because my [faulty item that you are trying to refund, repair or replace] was delivered late, I have had to pay [what additional costs did you have to pay for as a result of the item not working e.g. for a replacement fridge, to use a laundromat on three occasions]. I would not have incurred this cost if my [item] had been delivered on time, so I understand that [seller] is responsible for covering this expense. I am willing to accept [amount] in compensation.