

1. Letter to Seller Rejecting Faulty Goods

**Your Name
& Address**

Date -----

**The Owner or Company Secretary
Furniture Stores
Any Road
Anywhere X12 3YZ**

Dear Sirs

Sale of Goods Act 1979 (as amended)

I am writing in connection with the purchase of **description of goods** purchased from yourselves, on the **date**, at a cost of **£.....** .

The following faults were discovered on delivery.

- **List faults**

I complained to you about these faults immediately after delivery **and I have heard nothing further from you/the complaint has not been resolved**. In accordance with my statutory rights under the Sale of Goods Act 1979 (as amended), i.e. that goods be of satisfactory quality, as described and fit for their purpose, I am writing to advise that I am rejecting the goods and wish to claim a full refund. (or repair/replacement)

I look forward to hearing from you within the next fourteen days.

Yours faithfully,
Sign and Print your name here

This is only a sample letter to give you guidance on what to write. You will need to substitute your own details at the appropriate places (shown in bold). Remember to keep a copy of your letter. Send it recorded delivery. Don't forget to sign it.