

2. Letter Requesting a Refund – Failed to Rectify Faults.

**Your Name
& Address**

Date -----

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

Dear Sirs,

Sale of Goods Act 1979 (as amended)

I purchased **description of goods** from your shop on the **date**, at a cost of **£.....**. The **equipment** has proved to be defective/ceased to work.

I have complained on a number of occasions, but you have failed to rectify the problems.

- **List faults and actions**

The Sale of Goods Act 1979 (as amended) requires you to ensure that goods are of a satisfactory quality and fit for their normal purpose. The **goods** clearly do not meet either of these requirements as you have been unable to rectify the faults within a reasonable period of time. You are therefore in breach of your contract with me. Accordingly, I am writing to advise you that I am rejecting the goods and claiming a ***full refund/replacement**.

I look forward to receiving a ***full refund/replacement** within the next 14 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.