

### 3. Letter Requesting a Repair or Replacement

**Your Name  
& Address**

**Date -----**

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

Dear Sirs,

#### **Sale and Supply of Goods to Consumers Regulations 2002**

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 and Supply of Goods to Consumers Regulations 2002 ie. that goods be of a satisfactory quality, as described and fit for their purpose, I am writing to advise that I am requesting a **repair/replacement.**

I look forward to receiving a response 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.**