

4. Letter Before Action – Refund

**Your Name
& Address**

Date

**The Owner/Company Secretary
The Furniture Store
Any Road
Anywhere
X12 3YZ**

Dear Sirs,

I refer to my letter dated the **date** to which I have received no reply. I enclose a copy of that letter for your information.

If I do not receive a full refund within the next seven days, I will have no alternative but to issue proceedings in the County Court without further notice.

If it is necessary to pursue this course of action, please note that I intend to pursue a claim for a full refund, plus interest, together with any incidental costs incurred.

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.