

10. Letter To Finance Company - Faulty Goods

Your Name
& Address

Date.....

The Manager/Company Secretary
Anytown Bank
Any Road
Anywhere X12 3YZ

Dear Sirs,

Consumer Credit Act 1974 – Section 75
Account No.

I enclose herewith copy letter I have today forwarded to **name and address of supplier**. This letter gives details about the problems experienced with **details of product**, which was purchased on **date**, at a cost of £.....

The goods were purchased by way of a **finance agreement/credit card** with your company, as detailed above. In accordance with the provisions of s.75 of the Consumer Credit Act 1974, you have joint liability with the supplier of the goods for any breach of contract. I am therefore legally entitled to claim against you.

I wish to reject the goods and claim a full refund of the purchase price.

I look forward to hearing from you 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.