

Letter to use for contracts made post to 1st October 2015

Your address

Postcode

Traders Address

Postcode

Dear Sirs

Re:

On the [date] you agreed to carry out the following work for the cost of £

Set out the work completed.

It is an implied term of the contract under the Consumer Rights Act 2015 that you will complete the work with reasonable care and skill and provide materials of a satisfactory quality.

You have breached the Act as the goods [set out the issues].

I would like you to rectify the above faults by repeating the service at no additional cost to me, within a reasonable time and without causing me significant inconvenience.

If you are unwilling or unable to do so then I will be looking to you for an appropriate price reduction.

I will also be reserving my right to seek from you the cost of having someone else put all the matters right.

Please can you confirm within the next 7 days that you will be returning to put the above matters right/replacing the goods/providing an appropriate price reduction.

Yours faithfully