

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

Your address

Postcode

Traders Address

Postcode

Dear Sirs

Re:

On the [date] I purchased from you [item] at a cost of [£].

Under the Sale of Goods Act 1979 the [item] must be of satisfactory quality, fit for its purpose and meet any description given to them.

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

I am therefore rejecting the goods and [ask that you collect the goods] or [I hereby return/have returned the goods] and I wish for you to pay me a full refund within the next 14 days.

Yours faithfully