

Letter to use for contracts made post 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 Consumer Rights Act 2015 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 requesting that you repair or replace the goods within a reasonable period of time, without causing me significant inconvenience. [set out what you consider this to be].

Please can you let me have your response, proposals and time-scale that you require for putting right the goods within the next 7 days.

Yours faithfully