

**Name of Business or Retailer**  
**Road/Street**  
**Town**  
**County**  
**Postcode**

**Your house name/  
number**  
**Road/Street**  
**Town**  
**County**  
**Postcode**

**Date**

Dear Sir/Madam

**Sale of Goods Act 1979 (as amended)**

I am writing in connection with the purchase of **(description the product)** from you on **(date)**, at a cost of **(£....)**

On using the product I discovered the following faults:

**List the known faults**

I complained to the shop manager but my complaint has not been resolved. In accordance with my statutory rights under the Sale of Goods Act 1979 (as amended), I am writing to **(advise you /request)** that

- **A repair is carried out to my satisfaction.**
- **I am rejecting the goods on the basis of your breach of contract, and request a full refund of my money within 14 days of the date of this letter.**
- **A replacement item is made available.**

I look forward to hearing from you within the next fourteen days.

Yours faithfully

**Sign and print your name here**