[User’s Name]

[Address]

[Shop, Company, Ebay…]

[Address]

[date of issue]

Dear Sir or Madam

Complaint about [Refund/Replacement/Repair/Discount]

I bought a [type of goods] from [Shop, Company, Ebay…] on [Date of Purchase] for [Amount Paid].

Please kindly find the following for the description of the fault of the good.

According to Consumer Rights Act 2015, the good does not meet the quality of goods includes their state and condition for the reason/s of

(a)fitness for all the purposes for which goods of that kind are usually supplied;

(b)appearance and finish;

(c)freedom from minor defects;

(d)safety;

(e)durability.

[Optional] I have enclosed a copy of the receipt in support of my claim.

Please respond within 14 days of receiving this letter.

Yours faithfully

[User’s Name]

Encl: Proof of Purchase