[User’s Name]

[Address]

[Shop, Company, Ebay…]

[Address]

[date of issue]

Dear Sir or Madam

Letter Regarding Possible Legal Action

Dear Sir or Madam,

Re: [Title of previously sent letter]

I have not received a reply to my letter dated [sent date] regarding the faulty goods which I bought from you on [date of purchase]. The letter explained faulty issue with the good and my right to [Refund/Replacement/Repair/Discount].

I am once again requesting a [Refund/Replacement/Repair/Discount] on the grounds that t 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.

under the Consumer Rights Act 2015. I enclose a copy of the proof of purchase.

I would like a reply as soon as possible. To avoid taking court action, I am willing to use Alternative Dispute Resolution to resolve this problem. However, if a satisfactory response is not received within 14 days of the date of this letter, I will take legal action to issue proceedings against you in the county court without further notice. This may increase your liability for costs.

Yours faithfully  
  
  
  
[User’s Name]

Enc: copy of proof of purchase