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| Write a final repair request letter under the Lemon Law |

Congratulations {{ users }}! You have finished all the forms you need to Write a final repair request letter under the Lemon Law. The rest of the pages in this packet are your letter to {{ other\_parties }}.

## Next steps

1. Deliver a copy of this letter to {{ other\_parties }}.
2. **Keep a copy for yourself.**
3. If {{ other\_parties }} does not answer your letter within 7 business days, you can demand a refund, replacement car, or reimbursement for repairs at a different shop.

## To send your letter

1. Look over the letter, one more time. Make sure everything is correct.
2. Deliver a copy of this letter regular first-class mail.
3. You can ask the post office for proof of delivery, but it is not required. It may slow down delivery of your letter.
4. In addition to regular mail, you can send a copy of this letter in an email.

## What happens after I send the letter?

{{ other\_parties }} has 7 business days to respond to your letter. They can attempt to repair your vehicle one more time, give you a refund, or replace your vehicle.

## What do I do if {{ other\_parties }} ignores my letter?

If {{ other\_parties }} ignores your letter or refuses to work with you on a solution, it is considered an “unfair and deceptive act”. You can request more help from the state or the court to solve your problem. Scan the QR code for more details.

## What happens if {{ other\_parties }} agrees with me?

If the {{ other\_parties }} agrees with you:

**Read** the response as soon as you get it. Work with them to find a solution that is satisfying **to you.**

## Learn more

Visit **https://www.mass.gov/guides/guide-to-new-car-lemon-law**

or use the QR code below:

