# Example letter requesting a refund for a faulty item

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30 June 2013

Jason Harvey  
General Service Manager  
Excel Electrical Goods  
Sales Street  
Warrnambool VIC 3280

Dear Mr Harvey

**Re: Faulty Speedy Bean espresso machine**

On 31 May 2013, I purchased a Speedy Bean espresso machine from your store for $199.95 – serial number 2900555. The machine was advertised as being ‘on sale’. Please find copies of my receipt and the warranty **attached**.

I used the machine for two weeks with no problems. On 15 June 2013 the espresso pressure gauge stopped working. I checked the user manual and followed all the steps listed in the trouble-shooting guide, but nothing helped. The machine appears to be faulty and is now unfit for its purpose – that is, it no longer makes coffee.

I returned to your store with the machine on 17 June 2013 and asked Greg, your sales representative, if he could repair the machine, or replace it with a new item.

Greg inspected the machine and found it was irreparable. As it was a discontinued model and your store no longer had any in stock, Greg explained that I could upgrade to the Deluxe Bean espresso machine for an extra $50. I stated that I did not want to pay any extra, and that I wanted the coffee machine replaced with a machine of equal value, or my money refunded. Greg advised that he could not offer me anything, as the coffee machine was on sale and your store does not offer refunds on sale items.

I am within my rights to request a refund for a faulty product. I would like to return the coffee machine to your store for a full refund of the purchase price. I would appreciate this matter being resolved within the next 10 business days.

If I do not hear from you within 10 business days, I will forward my complaint to Consumer Affairs Victoria for further advice.

Please contact me by telephone or email (details provided above) at any time to discuss this letter.

Yours sincerely

*Robert J Murphy*

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