

# Template Letter of Complaint – Goods

Date (of sending letter- day/month/year)

Name of Owner/Manager of shop/business

Full address of owner/shop/business

Dear (owner/manager's or Sir/Madam)

On (date of purchase) I bought (description of the product, include model or serial number or any other details making it identifiable to the company).

I attach a copy of my receipt for your information. I am writing to you because (outline the problem, for example)

- The product is faulty and no longer works and/or
- The product does not do what it is supposed to do and/or
- The product is not as described

On (insert date) I rang and spoke to (insert name of person you spoke to) but (insert outcome here, for example I have heard nothing further since).

Under the 'Sale of Goods and Supply of Services Act, 1980, goods should be:

- Of merchantable quality
- As described
- Fit for its purpose
- Corresponding to sample

Under consumer law, my contract is with the seller of the goods and as such I am writing to you to seek (state what you want the supplier to do e.g. offer a repair, replacement or a refund\*).

I would appreciate your response within 10 working days. If you wish to discuss by phone, I am contactable by telephone/mobile at (insert daytime number if available –optional).

Yours sincerely,

\* As a consumer, if you purchase faulty goods the law entitles you to seek either a repair, replacement or a refund. It is a matter for you to negotiate with the seller for your redress. However, if a repair is offered then it should be permanent. If not, and if the same fault occurs again, then the buyer is entitled to seek another form of redress. If you cannot agree on the form of redress, your next step after this letter may be the Small Claims Procedure - see our website/booklets for full details.