

Name of business/owner
Number
Road/Street
Town
County
Postcode

**Your house name/
number**
Road/Street
Town
County
Postcode

Date

Dear Sir/Madam

Sale of Goods Act 1979 (as amended)

I am writing in connection with the purchase of **description of goods** from you on the **date**, at a cost of **£....**

On using the product I discovered the following faults:

List faults

I complained to the shop manager but my complaint has not been resolved. In accordance with my statutory rights under the Sale of Goods Act 1979 (as amended), i.e that goods be of satisfactory quality, as described, and fit for their purpose, I am writing to advise you that I am rejecting the goods on the basis of your breach of contract, and request a full refund of my money within 14 days of the date of this letter.

I look forward to hearing from you within the next fourteen days.

Yours faithfully

Sign and print your name here