

**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 purchased **description of goods** from your shop on the **date**, at a cost of £.... The **description of goods** has proved to be defective/ceased to work.

I have complained on a number of occasions, but you have failed to rectify the problems.

**List faults and actions taken by the business**

The Sale of Goods Act 1979 (as amended), requires you to ensure that goods are of satisfactory quality and fit for their purpose. The goods clearly do not meet either of these requirements as you have been unable to rectify the faults within a reasonable period of time. You are therefore in breach of your contract with me. Accordingly, I am writing to advise you that I am rejecting the goods and claiming a **full refund / replacement (delete as applicable)**.

I look forward to receiving a **full refund / replacement (delete as applicable) within the next 14 days.**

Yours faithfully

**Sign and print your name here**