

# Sample letter – requesting a remedy for faulty goods

**Your details**  
Full name  
Postal address  
Email

## **Business Details**

Contact Person (if known)  
Position Title (e.g. Customer Service Manager)  
Business Name  
Business Address

Dear (Contact Persons Name e.g. Mr or Ms Smith or Position Title e.g. To the Manager)

On [date], I purchased a [name of the goods purchased including model number if available] from your store for \$ [full price of goods]. I have enclosed copies of my receipt and/or the warranty for your information.

Describe in detail the problem with the goods

I am not satisfied with the product because it has not performed as it should (or) it was faulty when purchased. [State the problem that you have had with the product, giving as much detail as possible e.g. I have used the television for six weeks with no problems. On the 5 March 2013 the screen stopped working. I have checked the user manual and followed all of the steps listed in the troubleshooting guide, but nothing helped. The television appears to be faulty and is not of satisfactory quality].

Describe in detail what you have done to resolve the issue

I returned to your store with the product and receipt on [date] and spoke with [name of the sales representative or manager] and was unable to satisfactorily resolve the situation. [Outline in detail what you were advised or offered by the store].

To resolve the problem I request that you [state the remedy that you request: to replace the product with an acceptable product that is the same or of equal value, repair the item at no cost to you or refund the full purchase price of the product].

Please respond in writing to the above mentioned concerns within 10 business days. If I do not hear from you by [date], I will forward my complaint to Northern Territory Consumer Affairs for further advice.

You can contact me by post or email (details provided above) at any time to discuss this letter.

Yours sincerely

[Sign]  
[Print Your Name]  
[Date]

Attachments: [state the documents that you have enclosed, if any]

Cc: [Include department or company name if you want to send a copy of this letter to someone else]