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| *WARNING:*   1. Use of this letter in any way is subject to the terms and conditions of the copyright owner, which can be found here: <http://aclc.org.nz/terms-and-conditions/> 2. The copyright owner has permitted use of this letter for the purpose of helping people to resolve their own legal issues. 3. Providing this letter and permitting its use does not amount to legal advice and is not an adequate substitute for legal advice. 4. The copyright owner has taken reasonable efforts to ensure this letter is legally accurate and up-to-date. However, the copyright owner takes no responsibility for errors, omissions, or consequences for the manner in which the letter is used. 5. We strongly recommend you obtain independent legal advice before using this letter.   *USING THIS LETTER:*   1. Fill in the areas that are marked with square brackets - [LIKE THIS]. 2. Print and Sign. 3. Make a copy then post the letter. 4. Do NOT send this instruction page.   *WHEN TO USE THIS LETTER:*  Use this letter when a supplier has provided you with faulty goods. The supplier must fix the issue within a reasonable time. The supplier can choose one of three ways to remedy the situation. |

[DATE]

[YOUR NAME]

[YOUR ADDRESS]

[SUPPLIER’S NAME]

[SUPPLIER’S ADDRESS]

**Sent by [POST/EMAIL]**

Dear [SUPPLIER’S NAME]

**RE: REQUEST FOR REMEDY – FAULTY GOODS**

I am writing to tell you that you have supplied me with faulty goods. I am also writing to ask for a remedy.

The items that are faulty are:

[LIST ITEMS]

The items are faulty in the following way:

[DESCRIBE THE FAULT]

Please provide me with one of the following remedies:

* repair the items at your cost;
* replace the items with identical items; or
* refund the purchase price.

I look forward to hearing from you. Thank you for your help.

Yours faithfully,

[YOUR NAME]

[YOUR PHONE NUMBER]