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*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]