|  |
| --- |
| *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 and strongly recommends you obtain independent legal advice before using this letter.
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 goods that are not fit for the purpose for which you acquired them. You can only use this letter if:1. you made known to the supplier what you wanted the goods for; or
2. the supplier said what the goods can be used for.

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 – GOODS NOT FIT FOR PURPOSE**

I am writing to tell you that you have supplied me with goods that are not fit for purpose. I am also writing to ask for a remedy.

The goods that I am writing about are:

[LIST ITEMS]

The goods are not fit for purpose for the following reasons:

* [DESCRIBE WHAT PURPOSE YOU ACQUIRED THE GOODS FOR]
* [DESCRIBE WHY THE GOODS ARE UNSUITABLE FOR YOUR PURPOSE]

I am entitled to a remedy because:

[DELETE 1 OR 2]

1. I made it known to you what I wanted the goods for prior to acquiring the goods.
2. You said the goods could be used for the purpose for which I acquired them.

Please provide me with one of the following remedies:

* repair the items at your cost;
* replace the items with goods that are fit for purpose; or
* refund the purchase price.

I look forward to hearing how you intend to remedy the situation. Thank you for your help.

Yours faithfully,

[YOUR NAME]

[YOUR PHONE NUMBER]