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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 goods that do not fit their description. You can also use this letter if the goods you acquired were different from the ones shown to you. The supplier must fix the issue within a reasonable time.  |

[DATE]

[YOUR NAME]

[YOUR ADDRESS]

[SUPPLIER’S NAME]

[SUPPLIER’S ADDRESS]

**Sent by [POST/EMAIL]**

Dear [SUPPLIER’S NAME]

**RE: REQUEST FOR REMEDY – ITEM DOES NOT FIT DESCRIPTION**

I am writing to tell you that the goods I acquired from you do not fit their description. I am also writing to ask for a remedy.

The goods that I am writing about are:

[LIST ITEMS]

The goods do not fit their description for the following reasons:

* [EXPLAIN HOW THE GOODS WERE DESCRIBED BY THE SUPPLIER]
* [EXPLAIN HOW THE GOODS SUPPLIED ARE DIFFERENT FROM THE SUPPLIER’S DESCRIPTION]

Please provide me with a replacement that meets with your description or explain how you plan to correct the situation.

Thank you for your help.

Yours faithfully,

[YOUR NAME]

[YOUR PHONE NUMBER]