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[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]