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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 to ask for a refund when a remedy has not been provided in a reasonable time. You can use this letter only if you have asked the supplier to provide a remedy and given them a reasonable amount of time to provide the remedy. This letter could be used in the following two situations: 1. the supplier has done nothing to remedy the problem; or
2. the supplier attempted a remedy but the remedy did not work.
 |

[DATE]

[YOUR NAME]

[YOUR ADDRESS]

[SUPPLIER’S NAME]

[SUPPLIER’S ADDRESS]

**Sent by [POST/EMAIL]**

Dear [SUPPLIER’S NAME]

**RE: REQUEST FOR REFUND**

I am writing to request a cash refund for goods you supplied. There were problems with the goods you supplied and you have not fixed the problems within a reasonable time.

The items I want a refund for are:

[LIST ITEMS YOU WANT A REFUND FOR]

I have already explained the problem and requested a remedy from you.

[DELETE 1 OR 2]

1. I requested a remedy on the following date: [INSERT DATE].
2. Enclosed is a copy of the letter I sent requesting a remedy.

[DELETE 1 OR 2]

1. The remedy has not yet been provided.
2. You attempted to remedy the problem on [INSERT DATE] and the remedy did not work.

Please send the refund to the address above or contact me to arrange payment. I look forward to hearing from you.

Yours faithfully,

[YOUR NAME]

[YOUR PHONE NUMBER]