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| *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. 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 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]