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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 a service that is not carried out with reasonable care and skill. 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 – LACK OF REASONABLE CARE AND SKILL**

I am writing to tell you that you have supplied me with a service that was not carried out with reasonable care and skill. I am also writing to ask for a remedy.

The service that you supplied me with is:

[LIST SERVICE]

The service was not provided with reasonable care and skill in the following way:

[DESCRIBE THE PROBLEM WITH THE SERVICE YOU RECEIVED]

I would like you to fix the problems outlined above.

Please contact me to make the necessary arrangements.

Yours faithfully,

[YOUR NAME]

[YOUR PHONE NUMBER]