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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.
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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 a service (or a product that resulted from a service) AND the service (or product) is:1. not fit for the purpose for which you acquired them for; or
2. not reasonably able to achieve the result for which you acquired them.

You can use this letter ONLY if you made known to the supplier what you wanted the service for.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 – NOT FIT FOR PURPOSE**

I am writing to tell you that you have supplied me with a service that is not fit for purpose.

I am also writing to ask for a remedy.

The service that you supplied me with is:

[LIST SERVICE]

The service is not fit for purpose for the following reasons:

* [DESCRIBE WHAT PURPOSE YOU ACQUIRED THE SERVICE FOR OR WHAT PRODUCT THE SERVICE RESULTED IN]
* [DESCRIBE WHY THE SERVICE OR RESULTING PRODUCT IS UNSUITABLE FOR YOUR PURPOSE]

I am entitled to a remedy because I made it known to you what I wanted the service for.

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]