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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 when a supplier has provided a service that is taking too long. The supplier must fix the issue within a reasonable time.  Do NOT use this letter where you have previously agreed on a time for completion. The time for completion will be covered by that previous agreement. |

[DATE]

[YOUR NAME]

[YOUR ADDRESS]

[SUPPLIER’S NAME]

[SUPPLIER’S ADDRESS]

**Sent by [POST/EMAIL]**

Dear [SUPPLIER’S NAME]

**RE: REQUEST FOR REMEDY – SERVICE TAKING TOO LONG**

I am writing to tell you that your supply of a service is taking too long. I am also writing to ask for a remedy.

The service that you are supplying to me is:

[LIST SERVICE]

I requested the supply of the service on the following date:

[INSERT DATE YOU REQUESTED SUPPLY OF THE SERICVE]

The work has not yet been completed. It is unreasonable for me to wait this long.

I would like you to remedy the problem by completing the work. If the work is not completed within a reasonable time from today, I will be entitled to cancel the contract and get a refund of any money I have paid to you.

Yours faithfully,

[YOUR NAME]

[YOUR PHONE NUMBER]