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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/>
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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.

Do NOT use this letter if the supply of services is incidental to the supply of goods, and you have had the right to reject the goods. |

[DATE]

[YOUR NAME]

[YOUR ADDRESS]

[SUPPLIER’S NAME]

[SUPPLIER’S ADDRESS]

**Sent by [POST/EMAIL]**

Dear [SUPPLIER’S NAME]

**RE: REQUEST FOR REFUND FOR SERVICES**

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

The service I want a refund for is:

[DESCRIBE SERVICE 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]