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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 service supplied to you failed to comply with consumer guarantees, AND the failure was of a substantial character.The failure to comply is of a substantial character when:* a reasonable consumer would not have acquired the services if they were fully aware of the problem;
* the product of the service is substantially unfit for the purpose for which such services are usually supplied, and the product cannot easily and within a reasonable time be made fit for the purpose;
* the product of the service is unfit for a purpose (or cannot achieve a particular result) that you told the seller you wanted it for, and the product cannot easily and within a reasonable time be made fit for that purpose; or
* the product of the service is unsafe.
 |

[DATE]

[YOUR NAME]

[YOUR ADDRESS]

[SUPPLIER’S NAME]

[SUPPLIER’S ADDRESS]

**Sent by [POST/EMAIL]**

Dear [SUPPLIER’S NAME]

**RE: REQUEST FOR REFUND – SUBSTANTIAL FAILURE OF GUARANTEE**

I am writing to request a cash refund. The reason for the refund is that a service was supplied that failed to comply with consumer guarantees, and the failure was of a substantial character.

The service you supplied me with is:

[DESCRIBE SERVICE]

The service failed to comply with consumer guarantees because:

[DELETE 3 OF THE FOLLOWING:]

1. A reasonable consumer would not have acquired the service if they were fully aware of the problem.
2. The product of the service is substantially unfit for the purpose for which such services are usually supplied, and the product cannot easily and within a reasonable time be made fit for the purpose.
3. The product of the service is unfit for a purpose (or cannot achieve a particular result) that you told the seller you wanted it for, and the product cannot easily and within a reasonable time be made fit for that purpose.
4. The product of the service is unsafe.

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]