



## OFT Sample Letter

Copy and paste the wording below into a new document and then fill in the information in square brackets and delete alternatives as necessary.

[Your address and contact number]

[Company/supplier's address]

[Date]

Dear Sir/Madam,

On [date], I bought a [insert item] I have discovered that the [insert item] has the following problem: [add details].

The Sale of Goods Act makes it an implied term of the contract that requires goods to be as described, fit for purpose and of satisfactory quality.

As you are in breach of contract I am rejecting the [insert item] and request that you refund the sum paid to you of [price].

If I do not receive your satisfactory proposals for settlement of my claim within seven days of the date of this letter, I intend to submit a formal complaint to the Office of Fair Trading for them to investigate the matter and / or start proceedings against you in the Small Claims Court without further notice to you.

Yours faithfully,

[Your name]