

Template Letter of Complaint – Goods

Date (of sending letter- day/month/year)

Name of owner/manager of shop/business

Full address of owner/shop/business

Dear (insert owner/manager's name or Sir/Madam)

On (insert date of purchase) I bought (description of the product, include model or serial number or any other details making it identifiable to the company).

I attach a copy of my receipt for your information. (see 'notes to consumer' document)

I am writing to you because (outline the problem, for example)

- The product is faulty and no longer works and/or
- The product does not do what it is supposed to do and/or
- The product is not as described

On (insert date) I rang and spoke to (insert name of person you spoke to) but (insert outcome here, for example 'I have heard nothing further since').

According to the Competition and Consumer Protection Commission's website www.ccpc.ie, goods purchased from a shop or retailer should be:

- Of acceptable quality
- As described
- Fit for its purpose
- Corresponding to sample

Under consumer law¹, my contract is with the seller of the goods and as such I am writing to you to seek (state what you want the supplier to do e.g. offer a repair, replacement or a refund).

I would appreciate your response within 10 working days. If you wish to discuss this further, I am contactable by telephone/email at (insert daytime number/email address –optional).

Yours sincerely,

_____ (signature)

¹ Sale of Goods Acts 1893-1980 and European Communities (Certain Aspects of the Sale of Consumer Goods and Associated Guarantees) Regulations 2003