Sample Cancellation Email for  Vacation Timeshare Package Cancellation

Date

Vacation Package Company Name
Vacation Package Company Address

I am writing you today to cancel my “XXXXXXX" (Silver / Gold / Platinum) timeshare package that was purchased on X/XX/XXX and to get a FULL REFUND for the $XXXX.00 which you have already charged to my credit card.  I am providing you with notice that I am canceling this contract within five working days from (the delivery of, or the signing of) the contract IAW Article 56 of ARTICLE 56 OF LEY Federal de Protección al Consumidor.   (Article 56 of the Federal Consumer Protection Law states: “The contract will be perfected within five working days from the delivery of, or the signature of the contract, which ever occurs the latest.  During this period, the consumer will have the right to revoke his consent without any responsibility.  The revocation will have to be by means of warning or delivery of notice, in person, by registered mail, or another method of average reliability.  The revocation according to this article, will terminate the contract.  In this case, the costs of shipping and insurance will be the responsibility of the consumer.  If the contract is for services, this article will not be applicable if the date of receipt of the service is less than ten working days from the date of the order of purchase.”)

I am aware that my right to cancellation and a full refund is non waivable (the buyer cannot give it up) and even if the buyer is convinced to sign a document to give it up (waive the right) that waiver is not valid and the buyer still has the 5 day right.  Any argument you have claiming that my enrollment fee is non-refundable is invalid according to Mexican law and this has been verified with PROFECO.

I have been in contact with other Americans and know what my rights are under Mexican law.  If you plan on sending me an email stating “As indicated in our agreement - you may cancel your membership at any time but the enrollment fee is non-refundable. I am afraid I cannot comply with your request”;  do not waste your time or mine.  You must comply with this request by law or face fines.  You can also forget about sending me an email saying that filing a complaint with PROFECO will tie up my refund for months.  I know this is not true.

Any attempt by you to refuse this request will be forwarded to PROFECO with my demand that PROFECO fine you to the utmost extent of the law.  You should also know that any email you send refusing me my rights, may be posted on the Internet for all the world to read and see how you do business.

Comply with the law, cancel my contract, and send me my refund now!  You should also note that I am copying several Mexican and US government agencies on this email as proof that I notified you within the legal time period.

 Thank you very much for your time,

Customer Name
Customer Address
Customer Phone Number
Customer Email Address