[Your Name]

[Street Address]

[City, State, Zip Code]

[Your Contact information]

[Date]

[Company/supplier's address]

[Street Address]

[City, State, Zip Code]

Dear Sir/Madam,

[Reference: order number]

On [insert date of purchase, month/day/year], I [bought/placed an order for] a [insert item purchased] and this was delivered to me on [insert date received, month/day/year]. I have discovered that the [name of item] has the following damage: [add details of the damage].

The Consumer Rights Act makes it an implied term of the contract that goods I receive must be of satisfactory quality, and for the reasons stated above, they are clearly not.

As you are in breach of contract, I am entitled to [a refund/have the item repaired/ have the item replaced] and I would request that you confirm by [set a reasonable deadline appropriate to the specific situation, month/day/year] that you will do this.

I also require you to confirm whether you will arrange for the [name of item] to be collected or that you wish me to return this and that you will reimburse me for the cost of returning the [name of item] and arranging adequate insurance.

I look forward to hearing from you.

Sincerely,

[Your name]