Dear Sir/Madam,

[**Reference: contract number**]

On [**date**], I [**bought/placed an order for**] a [**item**] and received it on [**date**]. I have discovered that the [**item**] has the following problem: [**add details**].

The Consumer Rights Act 2015 makes it an implied term of the contract that goods be as described, of satisfactory quality and fit for purpose. These are my legal rights and have nothing to do with a manufacturer’s warranty.

As you are in breach of contract, I am entitled to have the [**item**] [**repaired/replaced**] and I would request that you confirm you will do this within the 14 days from the date of this letter.

I also require you to confirm whether you will arrange for the [**item**] to be collected free of charge or if you will reimburse me for the cost of returning it.

If you are uncertain as to your legal requirements, I have provided the following link that provides advice to businesses <https://www.businesscompanion.info/en/quick-guides/goods>

I look forward to receiving your satisfactory proposals for settlement of my claim within seven days of the date of this letter.

Yours sincerely,

[**Your name**]