

The Owner
ABC Furniture
Any Road
Anytown
BS23 1AB

Mr A Smith
1 High Street
Anytown

01934 234567

21 November

Dear Sir / Madam,

Sale of Goods Act 1979 (as amended)

On 10 September I bought a three piece suite from you for £1,300 which is faulty. The problems are:

1. One arm of the settee is loose
2. There are a number of nails sticking out of the chairs and settee
3. One of the cushions on the suite has flattened.

I complained about this to you the day after delivery and was told someone would call out. I have heard nothing since.

I wish to reject the goods and claim a replacement / refund.

Please respond to my complaint within 7 days.

Yours faithfully,

A. Smith