

The Owner
XYZ Windows
Back Street
Anytown
BS22 1XX

Mrs P Jones
2 High Street
AnyTown

01275 123456

1 September

Dear Sir/Madam,

Supply of Goods and Services Act 1982 (as amended)

On 25th March this year, you fitted double glazing for £3,500 which I have now discovered is faulty.

The problems are:

1. The bathroom window will not close properly
2. The seals on the lounge windows have failed.

I complained about this to you four weeks ago. Someone came out to look at the problem but I have heard nothing since.

I wish to claim a free repair/replacement.

Please respond to my complaint within 7 days.

Yours faithfully,

P Jones