

The Company Secretary
XYZ Finance Co Ltd
Somerset House
Beach Street
My Town
BS24 1ZZ

Mr A Person
1 Back Road
My Town
BS24 2XX

01275 345678

15 May

Dear Sirs,

Account No. BA456789
Sale of Goods Act 1979 (as amended)

On 25 November last year, I bought a three piece suite for £1,500 from XYZ Furniture Company, My Town, who arranged credit with you. I have discovered that the suite 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 XYZ Furniture Company 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 from you.

You have joint liability under Section 75 of the Consumer Credit Act 1974.

Please respond to my complaint within 7 days.

Yours faithfully,

A. Person