

Example of a complaint letter – purchases

- Addressee.
- Background – details of purchase.
- Payment – payments that were requested/made.
- Complaint – list the reason behind the complaint.
- Remedy – what do you want to happen next e.g., refund.
- Reply – give them 14 days to reply to your letter.
- Consequences – mention that no response may lead to legal proceedings.
- Ending

Dear John or Dear Mr Smith, / Dear Sirs, *(if you do not know their name)*

On 23 February 2023 I purchased a blue leather handbag from you.

Description relied on: The bag was described to have a 'mock croc' design and came with both a plain blue leather strap and a gold link chain.

I made the purchase using your website relying on the pictures and item description provided.

On 23 February 2023 I paid for cost of the bag and postage (£420 and £19.99) with my visa credit card.

If details of the purchase are disputed, I will be able to provide details from my statement.

Unfortunately, when the bag arrived, the plain blue strap was missing.

I have gone back on your website to check the item description and it does clearly state that the bag comes with two types of straps.

This is very disappointing as the item is not as described.

Please send me a refund of the £439.99 I have paid for the item and postage.

I am happy for this to be paid by cheque or to be re-applied to the card I used at the time of purchase.

Please also send me the cost of the return postage. If you are happy for me to use second class postage this is £8. If you want to arrange your own collection or use a courier, I am happy to cooperate. My contact mobile number is 01234 567890.

Please reply in the next 14 days, so that this matter can be resolved as requested.

If you do not agree that I am entitled to the remedy sought, then please reply within 14 days with a detailed explanation of why not.

I am sure it will not prove necessary but if I do not hear from you within 14 days then I reserve the right to start court proceedings without further reference to you. I will ask the court for an order that you pay me £439.99.

If I do have to issue court proceedings, I will refer the court to this letter and I will also ask the court to order you to pay me interest, court fees and legal costs.

I look forward to hearing from you within the next 14 days.

Yours sincerely,

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