

Mail Order

[Insert your name and address details, for example]

John Brown
456 William Street
BROOKLYN SA 5999

[Insert the name and address details of the trader, for example]

ABC Mail Company
123 Way Street
EASTWAY SA 5990

Dear Sir/Madam

I ordered a Sizzler steam mop for \$199 from your company on 26 May 2007 after watching your advertisement on television. Payment was made over the telephone using my credit card and verbal receipt number (No. B3333) was quoted by your salesperson.

Your advertisement stated that the product would be delivered within five working days of the purchase date. Therefore the mop should have been delivered by 31 May 2007. I have waited four weeks and made five phone calls to your company and the mop has still not arrived. I telephoned your company on 9, 14, 19 and 22 June 2007 and on each occasion I was assured that my mop had been dispatched and would arrive in the next day or two.

My credit card statement indicates the purchase has been processed. I have been very patient under the circumstances and now consider that your company failed to meet the delivery conditions that were clearly advertised.

In order to resolve this matter, I require the full purchase price (\$199) be refunded by the 4 July 2007. A bank cheque or credit card payment is acceptable. If the matter is not resolved by the 4 July 2007, I will consider taking further action to resolve the complaint either through the Office of Consumer and Business Affairs or through the courts.

You may contact me on telephone number (08) 880 6785 if you wish to discuss the refund arrangements.

I trust that I can count on your cooperation to resolve this matter.

Yours faithfully

[Sign your name/s here and date letter, for example]

John Brown
24 June 2007