

General Retailer

*[Insert your name and address details, for example]*

Al Jones  
123 Right Street  
SOUTHTOWN SA 5999

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

The Manager  
ABC Store  
123 Way Street  
EASTWAY SA 5990

Dear Sir/Madam

I am writing to seek a refund for a lounge suite I purchased from your store on 1 February 2007 for \$2,100.

The furniture was delivered on 2 March 2007, approximately four weeks after the purchase date, and I was shocked to notice damage to the lounge frame.

The arm of the lounge is separating from the rest of the frame and I am sure with any further use it will break off. Also the seams on the upholstery are coming apart in several spots. The goods are clearly not of merchantable quality because these problems should not develop through ordinary use, especially within the first week of use. The identical lounge displayed in your show room did not have these problems and I expected my lounge suite to be of the same quality.

Within 10 days I require a refund of the purchase price of the lounge suite (\$2,100) and for your business to collect the goods from my house. You may contact me on telephone number 2340 5678 to arrange for the collection of the lounge suite and the method of refund.

If this matter is not satisfactorily resolved by 28 March 2007, I will consider taking further action to resolve the complaint either through the Office of Consumer and Business Affairs or through the courts.

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

Yours faithfully

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

Al Jones  
18 March 2007