

Insert retailers name and address
details here

Insert your name and address
details here

[Insert date here]

LETTER BEFORE ACTION

Dear Sir or Madam,

Ref: [insert your case reference number here]

Further to my recent communications with yourselves regarding the inherently defective laptop you sold me please find herewith a copy of an engineers report I have secured on my laptop.

As you will see, the report concurs with my original beliefs that my laptop has failed due to the inherent fault with the Nvidia graphics chip.

I now expect you to remedy this situation without further delay.

I want a [refund of £/replacement laptop to the value of my original purchase – delete as necessary]

I appreciate that you did not knowingly sell me a defective laptop, but I do now expect you to make amends.

I enclose herewith a copy of the invoice for the engineers report. I have already paid this and am also seeking a refund of this amount.

Please be aware that this is the last communication that you will receive from me.

If I do not receive a positive resolution from you within seven business days from the date of this letter then I will have no option but to issue a small claims procedure against yourselves.

In this matter time is of the essence.

Yours faithfully,

[insert your signature]

[insert your name (printed)]