

**Enter Retailers Head  
Office Address Here**

**Enter your name and  
Address here**

**<Enter Date>**

### **LETTER BEFORE ACTION**

Dear Sir/Madam

**Laptop Make:  
Laptop Model:  
Store Purchased:  
Date Of Purchase:  
Price Paid:  
Date failed:**

I write with reference to my laptop detailed above which I purchased from yourselves.

Unfortunately, my laptop has failed due to what I believe to be a defective Nvidia graphics chip.

I have been in touch with your store located at <enter store> but have been told they are unable to help me due to the fact that the laptop is now out of warranty.

I have spoken to a number of people who are very experienced with regard to the problem my laptop is experiencing and have been informed that this problem is affecting thousands of laptops.

This problem is well documented on the internet and is recognized by HP, Dell, Apple and Nvidia.

Simply Google "Nvidia defect" and you will see that there are thousands of unhappy customers in possession of very expensive door-stops.

You have to appreciate I paid a lot of my hard earned money for this laptop and would have expected it to have lasted far longer than it actually did.

I am sure I do not have to remind you of your obligations under Sale of Goods Act 1979 (as amended). As the laptop has failed due to an inherent defect, it is not of satisfactory quality nor is it durable and so you are in breach of contract

-cont-

If I do not receive a satisfactory resolution to this matter then I will have no option but to take action through the Small Claims Courts.

I am therefore giving you this last opportunity to remedy this situation.

I am formally giving you 7 days from the date of this letter to either:-

- Replace my laptop free of charge
- Refund the purchase price of the laptop

If you do not respond in the positive within this time then I will have no alternative but to obtain an engineers report, the costs of which will be claimed from yourselves.

I will then use that report, along with the myriad articles of information that are available to pursue this matter through the legal system.

Please note that in this matter time is of the essence

Yours faithfully

Your Name Signed  
Your Name Printed

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