

SAMPLE REFUND LETTER TO BUSINESS

Your contact details

Mr John Citizen
134 Dirt Road
Any Town NT 08888

Date

10 January 2007

Business Address

Ms Susan Smith
Manager
Big Whizz Bangs Pty Ltd
ANY TOWN NT 08665

Dear Ms Smith,

BIG WHIZZ BANG 2000

On 4 January 2007 I bought a Big Whizz Bang from your company for \$456.99. I have attached a copy of the tax invoice for your information.

When I returned home and unpacked it, I discovered that there was a major leak associated with the base plate. I returned it to your outlet the same day and was told by a sales assistant that your company no longer stocks that model and that for an extra \$200, I could upgrade to the new Big Whizz Bang Model 3000. I explained that I did not want to pay for a new model and preferred a refund for the faulty Big Whizz Bang 2000. The salesman explained that this was against store policy.

Description of the problem or events, including reference to previous attempts to resolve the dispute

Proposed Solution

I believe that I am entitled to either replacement of the same product or a refund for this faulty product. As you are unable to replace this item I would like to return the Big Whizz Bang 2000 to your outlet and receive a full refund of the purchase price.

Contact Number

I can be contacted during business hours on 08 89666667.

Yours sincerely

John Citizen