***Important note:***

*Please note that this letter should be personalised depending on your situation, namely the fields highlighted in yellow. Don’t forget to delete our comments in* ***grey*** *and this note.*

Mr/Ms

Your name

Your address

**Registered letter**

Last name

Address of the seller

Place, date

**Complaint regarding defects**

Dear Mr/Mrs

I purchased a/an/some *(enter the item, the model and the reference number)* from you on DD Month YYYY.

Unfortunately, the item has the following defect(s):

* *(specify the defect(s) as precisely as possible)*

Please contact me by DD Month YYYY *(set a deadline between 15 and 30 days after receipt of the letter)* in order to find a favourable solution to this matter.

Thank you in advance for your reply. Yours sincerely

Name and signature