

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]
[Seller's Name]
[Seller's Business Name]
[Seller's Address]
[City, State, Zip Code]

Dear [Seller's Name],

Subject: Notice of Consumer Rights - Request for Resolution

I am writing to bring to your attention an issue regarding a recent purchase made on [purchase date] at [store/location or online platform], with the receipt number [insert receipt number].

The product/service in question is [describe the product/service], which unfortunately has not [functioned as expected, conformed to description, etc.]. Under the Consumer Rights Act 2015, I am entitled to a remedy as the product/service provided was not of satisfactory quality/not fit for purpose/not as described.

I would like to formally request the following resolution: [state your preferred outcome, e.g., a refund, replacement, repair].

Please respond to my request within [insert time frame, e.g., 14 days] so we can resolve this matter amicably. If I do not receive a satisfactory response, I will have no choice but to escalate my complaint to the relevant authorities.

Thank you for your attention to this matter. I look forward to your prompt reply.

Yours sincerely,

[Your Name]