

****Consumer Rights Act Template for Defective Products****

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Company Name]

[Company Address]

[City, State, Zip Code]

Subject: Notice of Defective Product Under Consumer Rights Act

Dear [Customer Service/Relevant Department],

I am writing to formally notify you of a defective product that I purchased from your company on [purchase date], and to seek a resolution in accordance with the Consumer Rights Act 2015.

****Product Details****

- Product Name: [Name of the Product]
- Model/Serial Number: [Model/Serial Number]
- Order Number: [Order Number]
- Purchase Date: [Purchase Date]
- Purchase Location: [Physical Store/Online Platform]

****Description of the Defect****

The product has [describe the defect or issue clearly, e.g., "stopped working," "is not functioning as advertised," "has visible damages," etc.]. I have attached copies of any relevant documents, including the receipt and photographs of the defect, for your reference.

****Requested Action****

Under the Consumer Rights Act, I am entitled to a remedy for faulty goods. Therefore, I kindly request the following:

- A full refund
- A replacement of the product
- A repair of the item

Please respond to this letter within [state a reasonable timeframe, e.g., 14 days] from the date of receipt so we can resolve this matter promptly. If I do not receive a satisfactory response, I may consider taking further action.

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

Sincerely,

[Your Signature (if sending a hard copy)]

[Your Printed Name]