

SAMPLE COMPLAINT LETTER REJECTING FAULTY GOODS

Mr A Jones  
1 Every Road  
Glasgow  
0141 123 4567

28th September

The Owner  
A.N. Other Furniture  
Any Road  
Anytown

Dear Sir/Madam,

**Sale of Goods Act 1979 (as amended)**

On 23rd September I bought a three piece suite from you at a cost of £750 which was faulty on delivery. The problems are:

1. One arm of the chair is loose
2. There are a number of nails sticking out of the chairs and settee
3. One of the cushions on the settee has flattened.

I advised you about these faults the day after delivery and was told someone would call out but to date I have heard nothing from you.

I believe that you have broken your contract with me and as such I reject the goods and claim a full refund of all monies paid. This suite will be available for collection within the next 10 days at this address.

Yours faithfully,

A. Jones