Request to apply the legal guarantee

Sender

Full name

Full address

Telephone

E-mail address

Recipient

Name of recipient or department

Recipient's address

Place

Date

Subject: faulty or non-conforming goods, request to apply the legal guarantee

Dear Sir or Madam,

I bought the item described below from you. It has a fault that does not match what can reasonably be expected of such a product. I ask you to put this non-conformity right under the legal guarantee.

My purchase

Item bought

Date of purchase

Price paid

Invoice, receipt or order number

Shop or website

The fault

Date the fault appeared

Precise description of the fault and its consequences

Remedy I am asking for

- [ ] Repair of the item
- [ ] Replacement of the item
- [ ] A price reduction
- [ ] A refund against return of the item

Time I am allowing you to reply or act

I am holding the item at your disposal and ask you to tell me how to hand it over, and what costs, if any, would fall on me; I will accept those only if the rules that apply provide for them. If I have no reply within that time, I would reserve the right to refer the matter to the ombudsman or the competent court.

Yours faithfully,

Enclosures

Signature

Name in full

How it is sent

- [ ] Registered letter with proof of delivery (or equivalent)
- [ ] Delivered by hand against a signed receipt
- [ ] Other method