**[Insert date]**

**[Insert your name]**

**[Insert your address]**

**[Insert your phone number]**

**[Insert your email address]**

**[Insert store name]**

**[Insert store address]**

To the manager of **[insert store name],**

I am writing regarding the **[insert the name and description of the product]** I purchased from **[insert store name and the location of the store]** on **[insert date of purchase]**. I am seeking to a resolve a problem with my **[insert the name of the product]** because **[describe the problem or complaint you have about the product]**. This is a problem because **[describe why this is unacceptable here]**.

Please see below for details of my purchase. A copy of my **[insert details of your proof of purchase, e.g., receipt, email confirmation, bank statement, etc.]** is attached.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Item | Date | Store | Salesperson | Purchase price | Payment method | Transaction ID |
| **[Insert name and description of item]** | **[Insert date of purchase]** | **[Insert store name and location]** | **[If known, insert the name of the person who sold you the product]** | **[Insert how much you paid for the item]** | **[Insert how you paid, e.g., credit card, cash, etc.]** | **[Insert any information that will help the seller find information about the sale, e.g., order numbers, reference details, etc.]** |

As outlined on Consumer Protection ([www.consumerprotection.govt.nz](http://www.consumerprotection.govt.nz/)), products must:

* be of acceptable quality
* be fit for a particular purpose
* match the description or sample
* be a reasonable price if not set beforehand
* arrive on time and in good condition when delivery arranged by the business.

Under the Consumer Guarantees Act, it is my right to seek a resolution from a seller if one of the above guarantees is not met. Therefore, I am writing to request you consider my complaint and respond with a reasonable solution.

My preferred resolution is **[describe the outcome you want, e.g., repair, replacement, or refund, and say if you want reimbursement for any extra costs you incurred as a result of the product not meeting the guarantee]**. I would like a response to this letter as soon as possible, and no later than **[insert the date you want to reply by]**. If I do not receive a response within two weeks, I may consider taking further action.

Thank you,

**[Insert your name]**