**[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 the service provider’s name],**

I am writing regarding the **[insert the description of the job or service]** I hired **[insert the service provider’s name]** to carry out on **[insert date of service agreement]**. I am writing to you because I don’t believe the service has been carried out as we agreed.

We agreed **[insert details on what you agreed to with the service provider]**. Unfortunately, the agreement was not carried out because **[give a detailed description of the problem or complaint you have about the service]**. This is an issue because **[describe why this is unacceptable]**.

As proof of the issue, see attached **[insert details of any evidence you have, e.g., photographs highlighting the problem, a builder’s report, etc.]**.A copy of our **[insert details of how you agreed, e.g., contract for services, email communication, etc.]** is also attached.

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

* carried out with reasonable care and skill
* fit for the particular purpose we agreed on
* carried out within a reasonable time if no time was set beforehand
* charged for at a reasonable price if no price was set beforehand.

Under the Consumer Guarantees Act, it is my right to seek a resolution from a service provider if one of the above guarantees is not met. I do not believe this job was **[insert one or more of the above guarantees you don’t think were met]**. Therefore, I am writing to request you consider my complaint and respond with a reasonable solution.

My proposed solution 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]**