**Consumer Refund / Remedy Request (Consumer Rights Act 2015)**

*Date: 13 September 2025 | Jurisdiction: England & Wales*

From (Your details):

Name:
Address:
Postcode:
Email:
Telephone:

To (Recipient details):

Name/Company:
Address:
Postcode:
Email:
Reference (Order/Account/Policy No.):

Re:

Subject/Issue:
Key dates:
Reference numbers:

I am writing regarding the above purchase. The goods are faulty / not as described / not fit for purpose.

Under sections 9–24 of the Consumer Rights Act 2015, I assert my short-term right to reject / right to repair or replacement / final right to reject (delete as appropriate).

Fault/symptoms observed: [Describe]. Evidence attached: [Photos/Reports].

Remedy sought: Full refund / Repair / Replacement. Please confirm in writing within 14 days and provide the return method for the item(s).

Yours faithfully,

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: