

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: