

Your Name
Your Address

Date

The Owner or Store Manager
Name of Store
Address of Store

Dear **Name of Manager or Owner**;

Re: Consumer Protection Act 1999

On (date), I paid to you \$\$\$ in advance for a (name of product/service). You informed me that it would be delivered by (date).

Despite several assurances from you that the (name of product) would be delivered, I have not received it. I refer to (list dates of emails).

The Consumer Protection Act 1999 Part III Section 11 (c) (iv) states that it is an unconscionable act in respect of a particular transaction, and in determining whether or not an act is unconscionable there may be taken into account that the person is failing to make a refund (or an appropriate refund) within 30 days from the date the customer requests it, in circumstances where the person failed to supply or substantially supply the goods or services under the terms and conditions of the transaction.

This is a criminal Act and the penalties can be severe. Every person who engages in an unfair business practice is guilty of an offence and is liable on summary of conviction to a fine of \$10,000 or imprisonment for 6 months.

If I do not receive the refund within thirty days of the date of this letter, I will have no other option than to inform the Department of Consumer Affairs who has my complaint on file.

I look forward to hearing from you within the next seven days.

Respectfully yours,

Sign and Print your name

This is only a sample letter to give you guidance on what to write. You will need to substitute your own details in the appropriate places (shown in bold). Remember to keep a copy of your letter. Don't forget to sign it. Send it by registered mail or hand deliver it