

**SAMPLE REFUND LETTER TO BUSINESS**

**Your contact details**

Mr John Citizen  
134 Dirt Road  
Any Town NT 08888

**Date**

10 January 2007

**Business Address**

Ms Susan Smith  
Manager  
Big Whizz Bangs Pty Ltd  
ANY TOWN NT 08665

Dear Ms Smith,

BIG WHIZZ BANG 2000

On 4 January 2007 I bought a Big Whizz Bang from your company for \$456.99. I have attached a copy of the tax invoice for your information.

When I returned home and unpacked it, I discovered that there was a major leak associated with the base plate. I returned it to your outlet the same day and was told by a sales assistant that your company no longer stocks that model and that for an extra \$200, I could upgrade to the new Big Whizz Bang Model 3000. I explained that I did not want to pay for a new model and preferred a refund for the faulty Big Whizz Bang 2000. The salesman explained that this was against store policy.

**Description of the problem or events, including reference to previous attempts to resolve the dispute**

**Proposed Solution**

I believe that I am entitled to either replacement of the same product or a refund for this faulty product. As you are unable to replace this item I would like to return the Big Whizz Bang 2000 to your outlet and receive a full refund of the purchase price.

**Contact Number**

I can be contacted during business hours on 08 89666667.

Yours sincerely

John Citizen