Dear Sir/Madam or (Manager's name if known)

**SUPPLY OF GOODS AND SERVICES ACT 1982 (As Amended)**

On (insert date here) I had the following service from you:(Specify here the details of the installation, repair or other service about which you are complaining. Give any reference numbers, for example on invoices, which will help the trader to identify the transaction). Unfortunately, this service is not satisfactory because (give as full a description as possible of the problem).

Under the Supply of Goods and Services Act 1982, the service should be carried out:

- With reasonable care and skill
- In a reasonable time (but if you have agreed a specific time with the trader, then you are entitled to hold him/her to that time);
- For a reasonable price (but if you have already agreed a specific price with the trader, then that price is binding on both of you).

In addition, any goods or materials supplied should be of:

- Satisfactory quality;
- Fit for any specified purpose that you made known to the seller before agreeing to the contract;
- As described.

As the standard is unacceptable, I now make a claim under the above Act and give you 14 days (or whatever time you consider reasonable) to put the matter right (say here what in your opinion the trader needs to do to put the matter right to your satisfaction) or I will be forced to take further action to seek satisfaction, if necessary by taking out a Small Claim through the County Court. I look forward to hearing from you, so that we can resolve this matter in an amicable way without recourse to the Courts.

Yours faithfully