

[Print on reverse] [insert Address]

<<Contact Name>>  
<<Trading/Company Name>>  
<<Address>>  
<<Address>>  
<<Post Code>>

<<Date>>

Dear <<Name of Contact>>,

Re: <<Order No>>

In respect of the above order we have returned to you which are damaged/defective in the following manner:

Goods Description	Quantity	Damage/Defect(s)	Value
<< >>	<< >>		<< >>

[A copy of the original order is enclosed]

These goods have been paid by our cheque/credit card << >> in the amount of £<< >> inclusive of VAT.

By this notice, we reject the delivery of defective goods and request reimbursement and a credit note for the full value of the goods. We do not intend to receive a refund of our money or to take any legal action for its recovery.

[By this notice, we reject the delivery of defective goods and request a credit note for the full value.]

Please further advise us as to your view of the rejected goods at your expense. Unless we receive instructions for their safe storage, from the date of this letter, we accept no responsibility for their safe storage. We reserve all our legal rights.

Thank you for your immediate attention.

Yours sincerely

<<Name>>  
<<Title>>  
For and on behalf of <<Company Name>>