

Instruction: This is a model letter. Adapt to fit your facts and circumstances.

Return address:
Name
Address Line 1
Address Line 2
City, State Zip Code

Date

Name
Company
Address Line
City, State Zip Code

Re: Notice of Defective Goods

Dear :

I recently purchased a Sunlight and Beach calendar through your online company. I was quite pleased with the calendar. There was a wonderful and beautiful array of pictures. The calendar was easy to read and very practical to use. However, there was one problem - February had 29 days. This would have been wonderful if it was a leap year, but it was not. I could excuse this problem: however, all even number months (April, June, etc) had only 29 days. I cannot use this calendar due to this defect. I am returning the calendar and would like to have a refund.

If you have any questions, please do not hesitate to contact me.

Sincerely,

N A M E