Template email complaint for defective product – major failure – small product

[insert email address]

[Re – name of product]

Hello [name of manager/owner],

I bought a [name of product] from your store on [date]. I’ve had problems with it ever since it was delivered. [outline problems in date order and explain briefly what has been done to try to fix the problems] It has now broken down again and I don’t think it can be fixed.

I am aware of my consumer rights under the Australian Consumer Law. I think this product has failed to meet the consumer guarantees of [choose which consumer guarantees apply – for example, acceptable quality, fitness for purpose, match description]. In fact, I think the failure is a major failure.

[If replacement required] I would like to return the goods and get a replacement. Can you confirm that I may do so and let me know the procedure.

[If refund required] I would like to return the goods and get a refund please. I am not confident that a replacement product will be any better than this one. Please confirm that I may do this.

I look forward to hearing from you by [date].

Regards,