**DEMAND LETTER**

From

**[Name of sender]**

**[Address]**

**[City, State, Zipcode]**

**[Phone]**

**[Email]**

**[Date]**

**[Name of merchant]**

**[Address]**

**[City, State, Zipcode]**

Dear Merchant,

Under the provisions of Massachusetts general laws, chapter 93a, section 9, I hereby make written demand for relief as outlined in that statute.

On or about **[date],** the following unfair or deceptive act occurred: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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This unfair or deceptive act or practice is, in my opinion, declared unlawful by section 2 of chapter 93a, **[you may want to give regulation number, if applicable]** which reads as follows: **[quote text or section. Remember: you are not required to quote written regulations or laws to support the assertion that the merchant's conduct was unfair or deceptive; it is, however, desirable. You will want to include all the regulations which you believe were violated.]**

As a result of this unfair or deceptive act or practice, I suffered injury or loss of money as follows:

**[indicate your injuries, financial loss, or property damage]**

Therefore, I hereby demand the following relief:

**[indicate relief, or payment of damages, which is sought]**

Chapter 93a gives you the opportunity to make a good-faith response to this letter within thirty (30) days. Your failure to do so could subject you to triple damages, attorney’s fees, and costs if I decide to institute legal action.

Sincerely,

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