Subject: Refund for faulty goods

**Order no: [order no]**

To whom it may concern,

I would like to ask for a full refund for the [Name of Product], that I bought from your company on [Date of Purchase].

The reason I am requesting a refund is because [Give the reason you are not happy with the product. Does it look different to the picture advertsing it, did it not switch on, were pieces missing etc]

I’ve attached a photo/s showing the fault so you can see the problem.

Under the distance selling rules, I am returning the [item] to the returns address as stated on your website for a full refund as I have now informed you of the fault within the required 14 days. [This is the law in the UK – check in your country and adjust accordingly].

I paid by PayPal so please would you deposit the refund into my PayPal account too?

I look forward to receiving a prompt response.

Yours Sincerely,

[Your name]