**Template letter ECC: termination of purchase contract misleading information**

This is a template letter of the European Consumer Centre. **This letter serves as guidance and can be easily adapted to reflect your personal situation.** This is your own responsibility.

Send the letter by email and if necessary, by post. Keep a copy for your records.

<your name>

<address>

<postcode and place>
<email>

**To**

<name>

<address>

<postcode and place>

<place, date>

Reference: <order number>

Subject: termination of purchase contract misleading information

Dear Sir, Madam,

On <date>, I made an <online> purchase from your company ‘<name of company>’, a <name of product> for the sum of € <enter the total amount here>. I hereby cancel the purchase agreement.

**Termination of the purchase contract**

This purchase is made based on misleading information. According to the sales description, I would get a product that <explain here what doesn’t meet the description of the product>, the product I received does not meet that description.

**Unfair Commercial Practices**

The seller is obliged to inform consumers fairly. The consumer may not be misled pursuant to legislation. If the consumer concludes a purchase contract based on unfair commercial practices, he can terminate the agreement.

**Confirmation of termination of the contract**

I herewith request you to refund the purchase sum of € <enter the total amount> within 30 days to my account number <enter your IBAN account number>, account holder <name account holder> with payment reference ‘termination of purchase contract <order number>’.

**Further steps**

If I do not receive a response from you within the above period of 30 days, I will submit a complaint to the European Consumer Centre. I will also forward the complaint to the Supervisory Body, the Netherlands Consumer and Market Authority (ACM). If this does not result in a solution, I will submit the issue to the disputes committee or the Court. The expenses involved will be charged to you. I hope we can settle this matter without recourse to such measures.

Yours faithfully,

<Name and signature>

Attachment(s)

* Copy of payment receipt for item.
* Optional: copy of previous correspondence
* Optional: copy of terms and conditions