**Template letter ECC: termination of the purchase – faulty product**

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 the sales contract – faulty product

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>. The product does not fulfil all prerequisites to be fit for purpose.

**Termination of the sales contract**

In my <letter/email> of <date>, I requested you to offer a solution for this issue. To date, I have not received <a proposal/any response> from you. I therefore invoke the right to terminate the sales contract.

**Statutory warranty**

I am entitled to a functional product pursuant to legislation. As the product became faulty within the warranty period, you are liable for repair or replacement free of charge. If free repair or replacement is not possible, I am entitled to termination of the purchase contract and a refund of the purchase amount. You have not fulfilled your obligations in this regard and therefore I terminate the purchase contract.

**Refund**

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 purchase defective product - <order number>’. I also expect to receive instructions on how to return the product to you at your expense.

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
* Options: photos of defective product (if applicable)