

REFUND DEMAND LETTER

[YOUR FULL LEGAL NAME] [YOUR ADDRESS]

VIA CERTIFIED MAIL, RETURN RECEIPT REQUESTED

[RECIPIENT S NAME] [RECIPIENT S ADDRESS]

Re: Demand for Refund — \$0.00 (Order No. [ORDER TRANSACTION RECEIPT NUMBER])

Dear [RECIPIENT S NAME]:

This letter is a formal consumer demand for refund of monies paid for a defective, non-conforming, and/or misrepresented product or service.

I. The Transaction

On ****, [YOUR FULL LEGAL NAME] purchased [**PRODUCT OR SERVICE PURCHASED**] (Order/Transaction No. [ORDER TRANSACTION RECEIPT NUMBER]) from you, paying **\$0.00** via [**ORIGINAL PAYMENT METHOD FOR REFUND ROUTING**].

II. Factual Background

[FACTUAL BACKGROUND DATES EVENTS AGREEMENT CONTEXT]

The product or service failed to conform to the description, was defective, or was otherwise materially not as advertised.

III. Legal Basis

Your conduct constitutes: (a) breach of **express warranties** made at point of sale; (b) breach of the **implied warranty of merchantability** (UCC §2-314); (c) where applicable, breach of the **implied warranty of fitness for a particular purpose** (UCC §2-315); (d) violation of the **Magnuson-Moss Warranty Act**, 15 U.S.C. §2301 et seq.; and (e) violation of the unfair and deceptive trade practices statute of the State of [STATE].

Pursuant to **UCC §2-608**, [YOUR FULL LEGAL NAME] hereby **revokes acceptance** of the non-conforming goods, where applicable.

Magnuson-Moss Warranty Act

The Magnuson-Moss Warranty Act governs written and implied warranties on consumer products and entitles a prevailing consumer to **damages, costs, and reasonable attorneys' fees**.

IV. Demand

You are hereby **DEMANDED** to issue a **full refund of \$0.00** to the original payment method (**[ORIGINAL PAYMENT METHOD FOR REFUND ROUTING]**) within **14 (fourteen) days** of receipt of this letter. **[YOUR FULL LEGAL NAME]** will make the product available for return/pickup at your expense.

[SPECIFIC ACTION S DEMANDED PAY RETURN]

V. Consequences of Non-Compliance

If we do not receive compliance by the deadline, we will pursue all available legal remedies without further notice, including filing suit to recover the amount owed plus interest, costs, and attorneys' fees where permitted.

If you fail to refund within the deadline, **[YOUR FULL LEGAL NAME]** will: (i) initiate a **credit-card chargeback** under the Fair Credit Billing Act, 15 U.S.C. §1666; (ii) file complaints with the State Attorney General's consumer-protection division, the Better Business Bureau, and the Federal Trade Commission; and (iii) file suit for restitution, statutory damages, treble damages where available, attorneys' fees, and costs.

VI. Preservation

You are directed to preserve all transaction records, marketing materials, product documentation, quality-control records, and communications.

Sincerely,

[YOUR FULL LEGAL NAME]

PRINTED NAME

SIGNATURE

DATE