[First and last name]

[Postal address]

[Telephone number + email address]

[Company name]

[Company address]

[Place, date]

**Concerne** : Order or invoice number - [Choose one of the following text and specify the problem].

Dear Sir, Madam,

On [date] I purchased [name of product] from your company for [amount] euros. The contract / order form [delete if applicable] states a delivery period of [specify period] / a delivery date of [specify date].

OR:

On [date] I purchased [name of product] from your company for [amount] euros. The contract / order form [delete as appropriate] does not specify a delivery period. You should therefore have delivered the product within 30 days.

To date, however, I still haven't been delivered.

I hereby give you formal notice to deliver to me by [indicate a reasonable deadline, i.e. 14 days for common products and at least 30 days for customised or very specific products] at the latest. If you fail to do so, my order will be cancelled and I will ask you to refund the amount of [amount] euros to my bank account :

IBAN : LUXX XXXX XXXX XXXX

BIC : XXXXXXXXX

Without refund within 14 days, I will not hesitate to contact the European Consumer Centre Luxembourg to assert my rights.

Yours sincerely

[Signature + name]