[First and last name]

[Postal address]

[telephone number + email address]

[Company name]

[Address of the company]

[Place, date]

**Concerns: Invoice [Number]** - Product **[brand]**  - lack of conformity - warranty

Dear Sir/Madam,

I am contacting you regarding the [description of the product] that I purchased from your shop on [date] for the price of EUR [amount].

Finding that there was a lack of conformity, I contacted you by phone / e-mail / I went to your store [delete as appropriate] on [date].

Following this discussion, I sent you the product in question in order to have it repaired under warranty.

This product is covered by the legal guarantee of conformity provided for by European Directive 2019/771 on guarantees, which provides that:

"The seller shall be liable to the consumer for any lack of conformity which exists at the time of delivery of the goods" and "which appears within two years of delivery".

According to the same legislation, you are obliged, as a seller, to repair or exchange my defective product, within a reasonable time and free of charge. Otherwise, I shall be entitled to demand the cancellation of my purchase and the reimbursement thereof.

Could you therefore take the necessary steps to resolve this dispute satisfactorily, in accordance with the guarantee legislation?

Thank you in advance.

Kind regards,

[Full name]