(Your Details) Name

Address line 1

Address line 2

Address line 3

Name (Their Details)

Address line 1

Address Line 2

Address line 3

(Insert Date)

Dear Sir or Madam,

RE: **(contract number/receipt number/invoice number (add appropriate identification feature)**

On (add date) I purchased a (add product) from your website and paid £/€ (add amount).

To date the goods have not been delivered.

The law states that when goods are ordered online delivery must take place within 30 days unless we a specific delivery time was agreed. Failure to delivery at the proper time means the contract is cancelled in law and a full refund must be paid.

I therefore claim delivery of the goods or a full refund of the money paid.

I would appreciate your prompt response but request a reply to be provided within 14 days of receipt of this letter.

Yours faithfully

(Your Name)