(**Enter today’s date**)

*By email (Enter the recipient’s email address)*

**OR** *By registered mail*

**“WITHOUT PREJUDICE”**

(**Merchant’s name**)

(**Address**)

(**City**) (**Province**) (**Postal code**)

Re: **Formal notice**

Dear Sir/Madam:

Summarize the circumstances surrounding the dispute. Briefly review the previous attempts at settlement, if needed, and those surrounding the purchase or lease of the good or service (date of purchase or lease, purchase price, branch number, etc.)

In spite of everything, as of today, you have still failed or refused to (enter what you seek, such as a refund, a new device, etc.).

In light of the above, I am formally notifying you to cancel the contract number (if applicable)\_\_\_\_\_\_\_\_\_\_ and to refund me the amount of \_\_\_\_\_\_\_, within XX days (reasonable time limit based on the circumstances), failing which, I will have no other alternative but to use all possible recourses in such circumstances, including legal action.

**PLEASE ACT ACCORDINGLY**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

(**Your given name/family name**)

(**Address)**

**(Telephone number**)