

Sample letter for a late delivery or cancellation

This letter is for product/service ordered and not delivered within 30 days of the promised delivery date.

Your name
Your address
Today's date

Business name and address

Dear Sir/Madam:
Re: Cancellation

On [date of the agreement], I ordered a [describe in as much detail as possible about the product or service (e.g. include model number or invoice number if applicable)] that was not delivered within 30 days of the promised delivery date. I paid [cost amount].

I hereby exercise my right to cancel the agreement under the late delivery provisions of the Consumer Protection Act and request that [enter the value of the product or service] be returned to me within 15 days, as required by law.

I have enclosed a copy of the receipt/invoice/agreement in support of my cancellation.

Please respond within 10 days of receiving this correspondence.

Regards,

Sign the letter and send it by registered mail, fax or courier.