

[Customer Name]
[Customer Address]
[Postcode]
[Email Address]
[Date]

[Dealer Name]
[Dealer Address]
[Postcode]

Re: Vehicle purchased with incorrect mileage – request for refund

Dear Sir/Madam,

I am writing regarding the [make, model, registration number] which I purchased from you on [date of purchase].

At the point of sale, the vehicle was described and sold as having correct and warranted mileage. I have now obtained evidence which shows that this is not the case, and that the true mileage of the vehicle is higher than stated.

As you will appreciate, mileage is a fundamental factor in the value and condition of a vehicle. The car supplied to me is therefore not as described at the time of sale.

Under the Consumer Rights Act 2015, goods must match their description. In addition, this matter constitutes a misrepresentation, as I relied on the stated mileage when deciding to purchase the vehicle.

I must also make you aware that knowingly supplying a vehicle with incorrect mileage may constitute a breach of the Consumer Protection from Unfair Trading Regulations 2008 and potentially the Fraud Act 2006.

In light of the above, I am formally rejecting the vehicle and request a full refund of the purchase price of £[amount], upon return of the vehicle.

Please confirm within 14 days of the date of this letter how you intend to resolve this matter. If I do not receive a satisfactory response, I will have no option but to pursue recovery through the courts and refer the matter to Trading Standards.

I look forward to your prompt response.

Yours faithfully,

[Customer Name]