**(Your address]**

**(Today’s date)**

**[Supplier’s address]**

Dear **[Supplier’s name]**

Re: Complaint: **[your and your partner’s names] wedding** on **[date of wedding]**

We are writing in relation to the above matter.

Overview

We hired you as our wedding [**name the service that was supplied to you]** supplier on **[date you hired them]**.

We entered into a **[Contract]** with you on **[insert date of contract].** We paid you **[£xxx]** for this service.

Our complaint

Under the Consumer Rights Act 2015, you are obliged to take reasonable skill and care in the provision of a service.

We believe you did not do this because **[provide some detail about the complaint].**

We therefore find you in breach of contract.

Our losses

As a result of your breach, we were faced with the below losses:

1. **[Explain the losses/harm done/detriment caused]**

2. **[Explain the losses/harm done/detriment caused]**

Refund

We are therefore requesting a **[full / partial]** refund of **[£xxx]** in the next seven days of the date of this letter.

Compensation

**We are also requesting compensation of £xxx because [provide reason for compensation claim e.g. this may include loss of enjoyment or loss of convenience]**

Should you fail to comply with this, we reserve all our rights Failure to comply with this will lead to further action being taken.

Yours faithfully,

**[Your name]**