

To whom it may concern,

I entered into an agreement with your company on {date}. At the time of purchase, I was advised by your representative that the contract included:

(Describe the agreement)

The above term(s) constitute an essential part of the contract and to date this has not been fulfilled. I am requesting your company to honour the contract within 14 days from the date of this letter. Otherwise, I will have no option but to cancel the contract without incurring penalties.

Therefore, I would request a refund of costs incurred arising from your breach:

{list the costs}

I look forward to your response within the 14-day deadline to resolve this matter amicably.

Yours faithfully,