

Maine Attorney General Sample Letter Requesting Implied Warranty Repair

If you were sold a seriously defective consumer product that's covered by Maine's implied warranty of merchantability, you can use the sample letter below to send to the manufacturer or the seller or both to request that the product be repaired.

Date: _____

Re: Maine Implied Warranty Repair Request

Dear _____:

On _____, 20__ I purchased a _____ at _____ . Enclosed are copies of my records (receipts, guarantees, cancelled checks, and model and serial numbers). Unfortunately, your product hasn't performed well and is seriously defective in the following ways:

The defect wasn't caused by my treatment of it, nor have I used the product so often that it has worn out and exceeded its useful life. In Maine, when consumers are sold seriously defective items that they purchase for personal, family or household use, the Maine implied warranty of merchantability (11 M.R.S.A. § 2-314) can provide the right to a free repair. Under this law, both the seller and the manufacturer are responsible for the free repair if the consumer was sold a seriously defective item. Neither the seller nor the manufacturer can disclaim this warranty.

I'm requesting that you arrange for this item to be repaired at no cost to me. You can obtain more information on Maine's implied warranty of merchantability in the chapter on warranties on consumer products and services in the Maine Consumer Law Guide, which can be found online at the Maine Attorney General's website.

I look forward to your prompt reply and a resolution of this problem.

Sincerely,

Name

Address

Telephone

E-mail