

Your name
Your address
Your telephone number
Date

CERTIFIED LETTER #

Name of Merchant
Merchant's address

Dear Merchant:

Under the provisions of Massachusetts General Laws, Chapter 93A, Section 9, I hereby make written demand for relief as outlined in that statute.

On or about {date}, the following unfair or deceptive act occurred:

{EXPLAIN WHAT HAPPENED}

This unfair or deceptive act or practice is, in my opinion, declared unlawful by Section 2 of Chapter 93A, (you may want to give regulation number, if applicable) which reads as follows:

{Quote text or section. Remember: You are not required to quote written regulations or laws to support the assertion that the merchant's conduct was unfair or deceptive; it is, however, desirable. You will want to include all the regulations which you believe were violated.}

As a result of this unfair or deceptive act or practice, I suffered injury or loss of money as follows:

{INDICATE INJURY OR MONEY OR PROPERTY LOSS}

Therefore, I hereby demand the following relief:

{INDICATE RELIEF, OR PAYMENT FOR DAMAGES, WHICH IS SOUGHT}

Chapter 93A gives you the opportunity to make a good-faith response to this letter within thirty (30) days. Your failure to do so could subject you to triple damages, attorney's fees and costs if I decide to institute legal action.

Sincerely,

Your Name