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Perfect blinds/shutters  
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11 November 2022

**Letter before court claim**

Dear Perfect blinds/shutters,

**Re: faulty I had a rep from PBs who took the details of what blinds I wanted, the rep ensured me that she knew the type of blinds I was describing, She did not have any samples on her but assured me I would get the thick ribboned blinds that look like shutters, she then measured the windows and advised that the bay windows may have thinner ribbons on the side windows but wider ribbons on all others, I paid extra as I wanted the same type of blinds my niece had and really liked them. She then gave me something to sign, my sister paid on her Barclays Visa a deposit of a thousand pounds. Then when the fitters came with the blinds, I was at my Cardio appointment after just having a heart attack, my sister was at home when they came. She noticed the blinds were not the ones I was promised by the rep, they looked like normal Venetian blinds I could have got at a local trader for less money. I was so upset that I asked my sister to ring PB whilst the fitters were still in my house she was told that that is what I had signed for and I would not be getting them changed, the fitters also advised me that they did not do any other type of blinds, so again the Rep had miss led me, I asked them to stop fitting the blinds and before finishing fitting asked them to leave. The blinds are not completely finished at present. It caused me so much stress and upset that my niece took over the telephone and email correspondence advised by CAB with PB, the last email advised me to accept a £100 off the remaining bill or they will be referring me to there Solicitors and I will have to pay the remaining money in full. It was never about the money as they suggested to my niece, it was having to live with the wrong blinds, the pressure and false information the rep told myself and sister on the day, we did not get any samples or left any paperwork from the rep, it was only sent by email after my niece had requested.**

I have not received a reply to my letter dated Thursday the 8th September regarding the faulty goods which I bought from you on August 11th 2022. This letter explained what is wrong with the goods and why I am entitled to a refund.

I am once again requesting a full refund of the purchase price of ££1000 deposit and £634 owing, in total £1,634.00 on the grounds that the goods did not match their

description under the Consumer Rights Act 2015. I enclose a copy of the proof of purchase.

I would like a reply as soon as possible so that I know you have received this letter. If you don't agree to the refund, could you please then send me a detailed response saying why you don't agree.

To avoid taking court action, I am willing to enter into the PF advised me that this to be a dispute resolution between ourselves when asked about being a member of an ADR Scheme. to resolve the problem.

If I do not receive a satisfactory response from you within <sup>7</sup>~~14~~ days of the date of this letter, I intend to issue proceedings against you in the county court without further notice. This may increase your liability for costs. sc

I refer you to the Practice Direction on pre-action conduct under the Civil Procedure Rules, and in particular to paragraph 13-16 which sets out the sanctions the court may impose if you fail to comply with the Practice Direction.

I look forward to your acknowledgement.

Yours sincerely

Pauline Ann Crilly

Enc: copy of proof of purchase