

Provincial Court of Saskatchewan - Judicial Centre of Saskatoon
The Small Claims Act

Sample General Demand Letter

Jane Doe
123 Any Street
Estevan, SK
S7J 2R5

February 9, 20__

TGIF Plumbing and Heating
27 Pine Tree Ave.
Estevan, SK
S7K 3M2

Attention: Bob Smith, Manager

Dear Mr. Smith:

This letter is a formal demand for payment of my claim against TGIF Plumbing and Heating.

As you know from my previous phone calls, I have been unhappy with the furnace installed in my home on October 17, 20__. At that time I paid your invoice of \$6,745.00 in full. However, soon after, it was obvious that the furnace was not installed properly. It ran very noisily and did not put out any heat. As well, I noticed after your employees left, that in bringing the furnace into the house, they damaged walls at the entrance to the house and the stairwell to the basement.

When you didn't respond to my phone calls, I paid \$1,500.00 for another heating company to put the furnace in working order. The cost of drywall repair and repainting the damaged walls was \$500.00. Copies of these invoices are available. I am demanding reimbursement for the total sum of \$2,000.00 as I would not have incurred these expenses if the furnace had been properly installed.

I hope that we can resolve this matter. However, should you fail to respond to my claim within 14 days; I intend to bring an action against your business in Small Claims Court.

Yours truly,

Jane Doe
Phone# 306-000-0000