

This document explains how to draft a demand letter (formal notice). It is not a legal document. Should you require legal advice, the Office recommends that you contact a lawyer.

Formal notice model

- 1 [Month] [day,] [year]
- 2 XYZ Company inc.
XX, rue XX
Québec (Québec)
XZX ZXZ
- 3 By registered mail
- 4 Without prejudice
- 5 **Subject: Demand letter**
- Madam,
Sir,
- 6 On [day] [month] [year], I purchased [description of item] in your establishment. I noticed [description of problem], which I asked you to rectify in our conversation of [day] [month] [year]. However, you refused to correct the problem to my satisfaction.
- 7 I am therefore sending you this demand letter formally asking that you [solution envisaged to solve the problem] within [number] working days of receiving this letter. Should you fail to address my request by this deadline, I may institute legal proceedings against you, immediately and without further notice.

Please act accordingly.
- 8 X
XX, rue ZZZ
Québec (Québec) XCX CXC
- 9 c.c. XYZ Manufacturer (or merchant
XYZ, if applicable)

Your demand letter should include the following:

- (1) date the document was sent.
Example: [Month] [day,] [year];
- (2) addressee's contact information, i.e. name of the individual or company to which it is addressed;
- (3) indication By registered mail. For proof that the demand letter was received, you must send it by registered mail and keep proof that you sent it (i.e. post office receipt);
- (4) indication Without prejudice to ensure that the contents of the letter cannot be used against you;
- (5) indication "Demand letter" in the subject line to clearly indicate what the letter is about;
- (6) recapitulation of context to briefly remind the addressee of the important facts as clearly and succinctly as possible. Don't get caught up in details. Cut to the chase;
- (7) what you are requesting, why you are requesting it, and a deadline for rectifying the situation. Usually, a 10-day deadline is deemed reasonable;
- (8) your signature and contact information (address and telephone number);
- (9) when you send a joint demand letter, i.e. to the merchant and the product manufacturer, you must mention this in your letter. Simply indicate, c.c. (carbon copy) and the name of the addressee in question, i.e. the name of the merchant when the letter is addressed to the manufacturer and the name of the manufacturer when the letter is addressed to the merchant. You hereby indicate to each of the parties that they are receiving formal notice in the form of a demand letter.

NOTE: Always keep:

- **a copy of the demand letter;**
- **proof that you sent the document to the addressee (i.e. post office receipt).**