



By certified mail

WITHOUT PREJUDICE

Consumer			
Last name and first name			
Address		City	Postal Code
Home Phone	Office Phone	Extension	Email

First Merchant		
Name		
Address		City
Phone	Email	

Second Merchant		
Name		
Address		City
Phone	Email	

1. Summary of the problem

1. Summary of the problem (following)

2. Settlement desired by the consumer

I hereby give you formal notice to resolve this dispute and/or pay me the sum of \$ _____ within _____ days.
Failing this, legal proceedings could be brought against you with no further notice or extension.

To be completed if you send a copy of this formal notice to the Office de la protection du consommateur.

I am sending this formal notice to the merchant concerned and authorize the Office to disclose in full the information it contains to the merchant concerned, if necessary, for a period of 24 months from receipt of the copy. I may withdraw my authorization at any time by notifying the Office in writing.

Consumer's signature

Date

For the merchant

This formal notice form was given to the consumer on the basis of the information that the consumer provided. The Office de la protection du consommateur encourages you contact the consumer to try to resolve the dispute.

If the consumer sends a copy of this form to the Office and it meets all the publication criteria, mention of this formal notice might be posted publicly on the **Get information about a merchant** tool: www.opc.gouv.qc.ca/se-renseigner.

You can obtain more information about your profile at the Office de la protection du consommateur by registering for the **Espace commerçant**: www.opc.gouv.qc.ca/espace-commercant.